

SURVEY OF VETERANS' SATISFACTION WITH THE VA VOCATIONAL REHABILITATION AND EMPLOYMENT PROGRAM

EMPLOYMENT SERVICES PHASE

2000 Results

National Summary



Surveys and Research Staff
Data Management Office
Veterans Benefits Administration

February 2001

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Acknowledgements

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Executive Summary

- To measure veterans' satisfaction with the Vocational Rehabilitation and Employment (VR&E) program at both the national and VBA Service Delivery Network (SDN) level.
- To identify areas of the VR&E program which are most satisfying to veterans, areas of the VR&E program which are least satisfying to veterans, and areas of the VR&E program which are in greatest need of improvement.
- To determine where improvements to the VR&E program will have the greatest impact on veterans' satisfaction.
- To determine program variations that affect veterans' satisfaction.
- To create performance measures, including measures of customer service, through a strategic planning process, as required by the Government Performance and Results Act (GPRA) passed and signed into law in August of 1993.
- To establish an explicit goal for the quality of service that is "equal to the best in business" as described in Executive Order 12862, Setting Customer Service Standards, issued in September 1993. This order was aimed at "ensuring that the Federal Government provides the highest quality of service possible to the American people."

Survey Objectives (continued)

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- To provide data for the purpose of monitoring VBA's performance against its customer service standards and driving Service Delivery Network (SDN) and regional office improvements in customer service.
- To provide much-needed customer measures for evaluating VR&E's ongoing business process reengineering (BPR), case management, and related initiatives. Information from this survey will also be used to populate VR&E's balanced scorecard.

- As part of this project, VBA's Surveys and Research Staff held a series of focus groups with veterans and front-line employees to gather information relevant to customer satisfaction issues.
- From the focus group data, three surveys were developed to assess customer satisfaction at three phases of the program: evaluation and planning, training and education (rehabilitation services), and employment services.
- The original VR&E surveys, designed by the VBA, were pretested from June to August 1999. Pretest reports for the three phases of the program were developed to summarize the pretest findings, to examine the skip patterns, and to analyze the verbatim responses.
- Using the information provided in the pretest reports, the VBA Surveys and Research Staff and Caliber Associates modified the three questionnaires, which were used during the first full administration in 1999. Results from the 1999 administration were provided in a national report and reports for each SDN in March 2000.
- This report presents data on the second full administration of the VR&E surveys. Prior to gathering data for this administration, the surveys were slightly modified by VBA Surveys and Research Staff and Caliber Associates. Changes to the 2000 Employment Services questionnaire include the following: The response option of "Didn't need any of the above from counselor" was added to Question 11; Question 39 (Overall, how satisfied are/were you with the Employment Services (job search) phase of the program?) was added; and the response options for Question 47 were changed, to omit the category "didn't need help." The final Employment Services questionnaire and mailing materials appear in Appendix A.
- Data for this report were collected during October 2000, November 2000, and December 2000 by Caliber Associates. The Office of Management and Budget approval was obtained for each survey by the Veterans Benefits Administration. The date on the reports is November 2000, which reflects the midpoint of the data collection period.

- An Employment Services questionnaire was sent to all veterans in the Employment Services phase of their program. A total of 6,413 persons were in the phase when the mailing list data was extracted. A Spanish language version of the survey was provided to veterans residing in Puerto Rico.
- The census of veterans included those in the Employment Services phase of their program or veterans deemed rehabilitated within the past four months. This included those who interrupted or discontinued the program at any time between the period the census was drawn and data collection was complete.
- A total of 6413 questionnaires were sent to the nine Service Delivery Networks (SDNs).
- Veterans who were selected into both the 1999 sample and the 2000 census, and were listed in the same phase for both years, were removed from the 2000 census. However, veterans who were selected into both the 1999 sample and the 2000 census, but had moved to another phase from 1999 to 2000 were included in the census, since they would receive a different questionnaire in the 2000 administration.
- A total of 3619 respondents completed the **Employment Services** questionnaire for a response rate of 57.6 percent.
- A more detailed discussion of the survey methodology appears in Appendix B.

■ Demographics:

- Most respondents were male (81.4 percent), averaging 43 years of age.

■ Background Information About the Vocational Rehabilitation Program:

- Respondents indicated the most common length of time since the educational/training phase of their vocational rehabilitation plan of service was completed was six months to one year, in which 44.3 percent of respondents indicated that length.
- Respondents most frequently reported that a specialist under contract with the VA was their primary counselor during their job search, with 45.1 percent of respondents indicating this response. 36.7 percent of respondents indicated a VA staff specialist, and 6.8 percent of respondents indicated that a Disabled Veterans Outreach Program (DVOP) counselor was their primary counselor during their job search.
- 73.8 percent of respondents said they were very or somewhat satisfied with the occupational/vocational goal selected by themselves and the counselor.

■ Knowledge and Use of Employment Services:

- The most common types of employment services were job hunting strategies (31.4 percent) and resume preparation and development (34.8 percent).
- The most frequently reported employment opportunities and referrals counselors provided were referrals to state rehabilitation and employment agencies (30.9 percent), references to an electronic job bank on the Internet (27.6 percent), and referrals to potential employers (27.3 percent).
- Other than their counselor, respondents most frequently reported using newspapers/help-wanted advertisements (61.4 percent) and Internet job searches (59.7 percent) as additional sources of employment information.

■ Contact with the Counselor

- 77.6 percent of respondents indicated the number and length of their in-person meetings with their counselor were adequate.
- 78.0 percent of respondents said the location and 83.3 percent said the scheduled time of in-person meetings were very or somewhat convenient.
- 69.4 percent of respondents indicated their counselor fully addresses their questions, concerns, or complaints.

■ Overall Satisfaction with Employment Services

- 45.2 percent of respondents said that overall, they were very or somewhat satisfied with the Employment Services (job search) phase of the program.

■ Current Employment Status

- The most frequently reported length of time between respondents' completion of the educational/vocational phase of their program and the start of employment was less than one month. 18.8 percent indicated that length.
- 63.3 percent of respondents felt that the length of time it took to find a job was very or somewhat reasonable.
- Of those that needed help, 27.2 percent of respondents said their employment specialist or counselor was very or generally helpful in helping them find their current job.

■ Access to the VR&E Program

- 64.8 percent of respondents indicated it was very or somewhat easy to obtain information from the program.

■ Current Status in the VR&E Program

- 70.1 percent of respondents had completed the program and 13.5 percent were currently pursuing the program. Voluntarily, 5.2 percent withdrew from the program and 5.7 percent interrupted their program. At the request of the VA, 2.8 percent withdrew from the program and 2.8 percent interrupted their program.

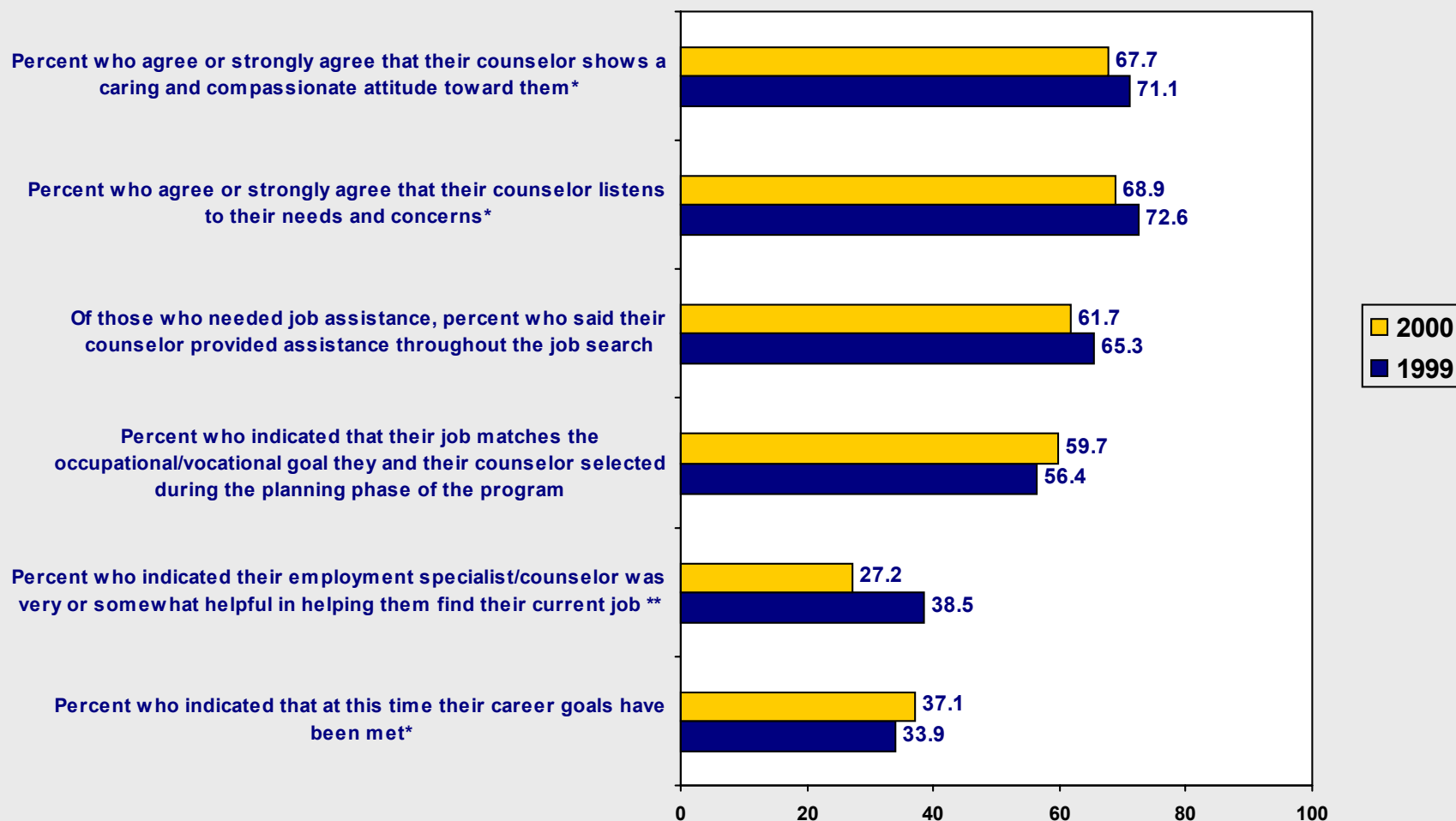
■ Overall Program Impressions

- 47.9 percent of respondents indicated their experience with the VA's VR&E program was much better or better than expected.
- 54.4 percent of respondents indicated their career goals were raised and 34.4 percent of respondents indicated their career goals were met as a result of their interaction with the VR&E program.
- 58.1 percent of respondents indicated that their career goals were more realistic as a result of the program.
- Respondents indicated that the most helpful VR&E services were payment of tuition, fees, books, supplies, and/or monthly subsistence (81.1 percent) and education/training (58.1 percent).
- Overall, 74.1 percent of respondents who completed the program or withdrew from the program said they were very or somewhat satisfied with the VR&E program.
- 90.0 percent of respondents would recommend this program to other disabled veterans.

Significant Results in Trend Analysis: 2000 vs. 1999

12

The items shown here reflect true differences in performance over time. If an item does not appear, then performance did not significantly change between the years.

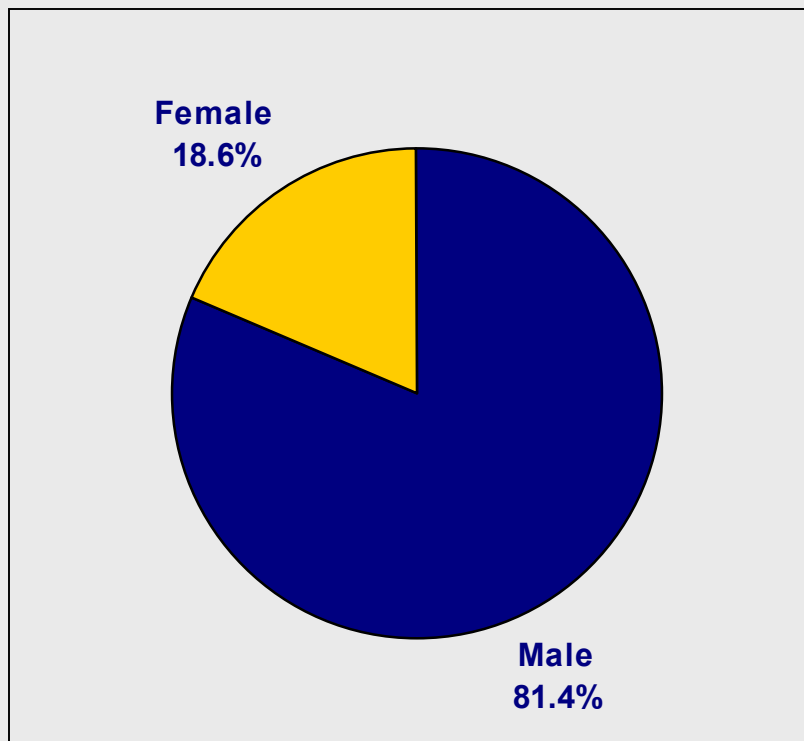


NOTE: * Excludes responses of "Not applicable" and "Don't know"

** The wording of the response options for this question changed between 1999 and 2000.

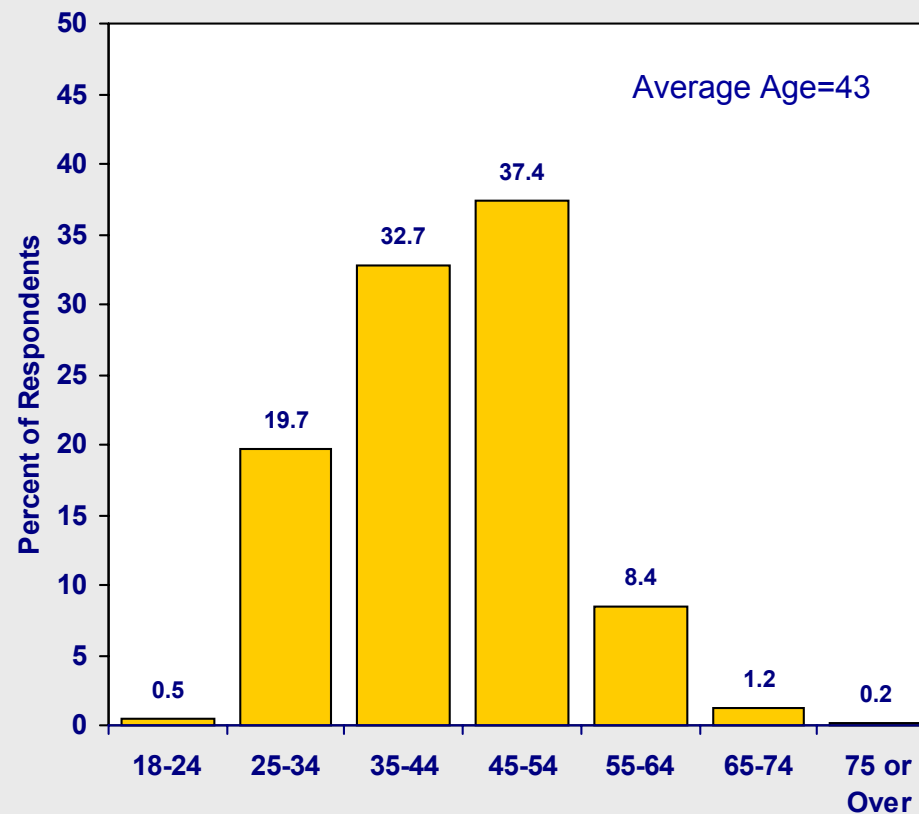
Respondent Characteristics

Gender Distribution



Valid n=3619

Age Distribution (in years)



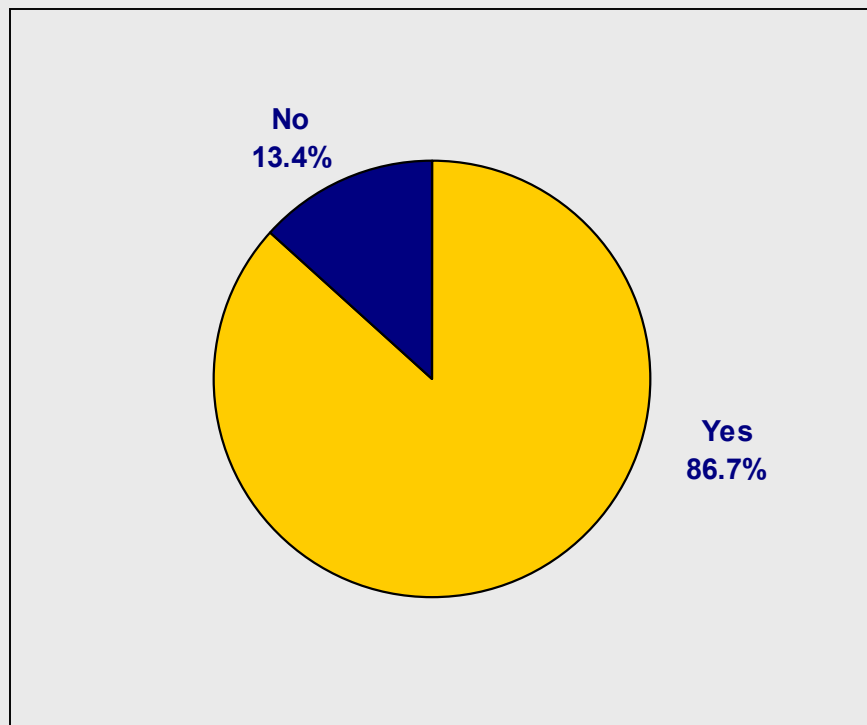
Valid n=3619

**Survey Findings:
Background Information About Respondents'
Vocational Rehabilitation Program**

Background Information About Respondents' Program

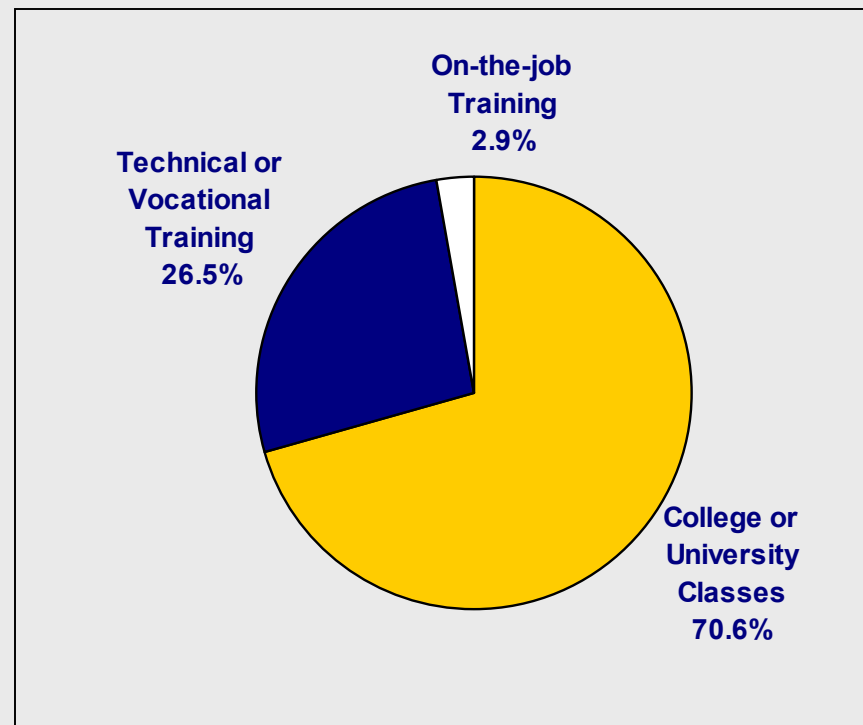
16

Question 1:
Did your vocational rehabilitation program include an education/training phase?



Valid n=3190

Question 2:
What type of education/training was this?

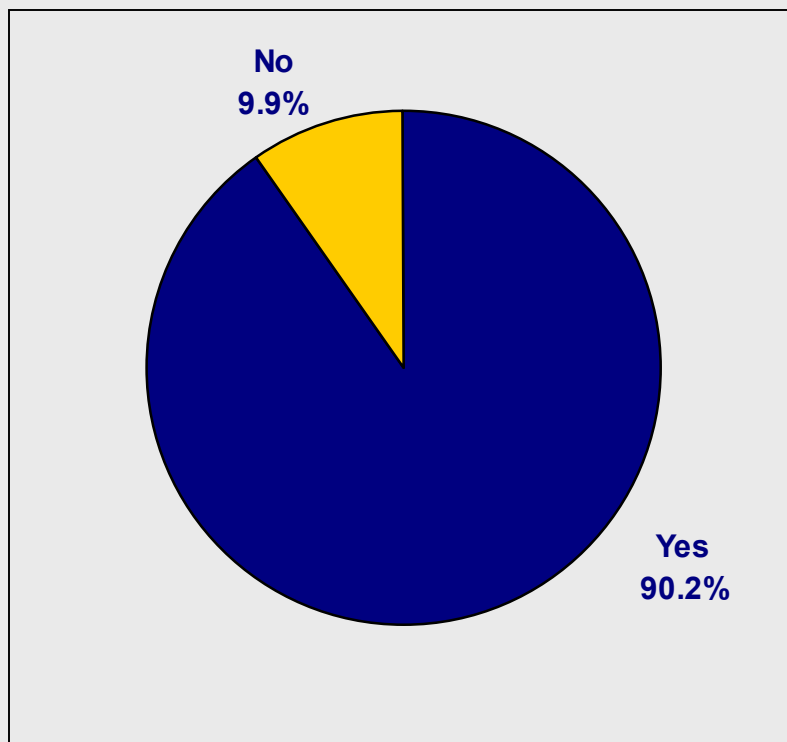


Valid n=2727

Background Information About Respondents' Program

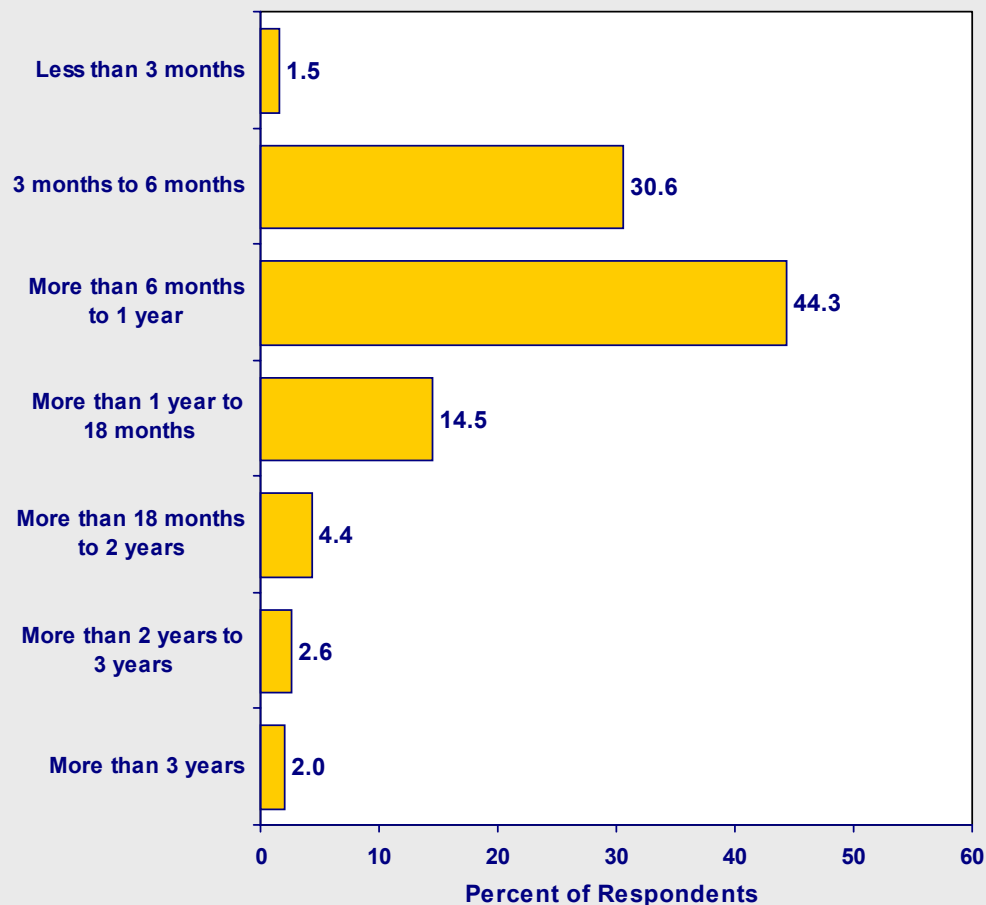
17

Question 3:
Have you completed the education/training phase of your program?



Valid n=2757

Question 4:
How long has it been since you completed the educational/training phase of your vocational rehabilitation program?

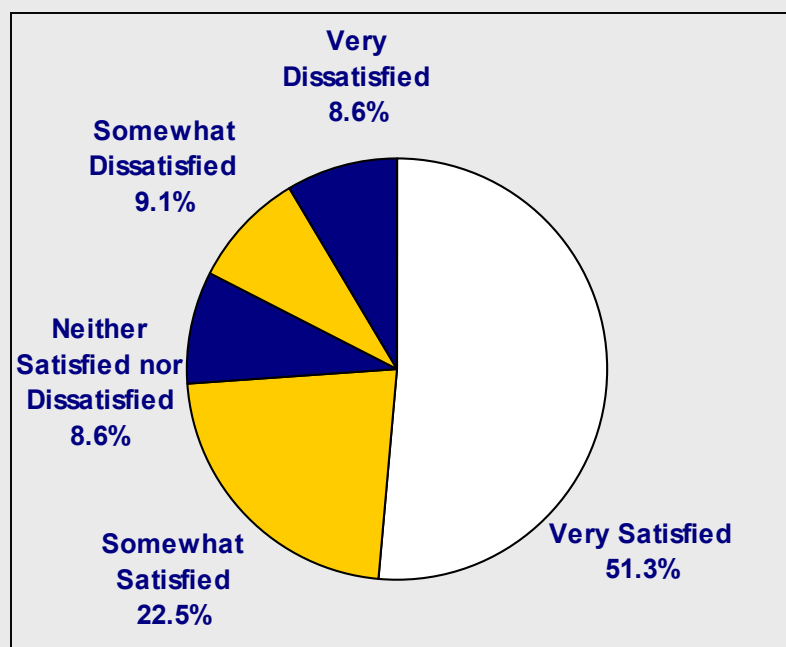


Valid n=2480

Background Information About Respondents' Program

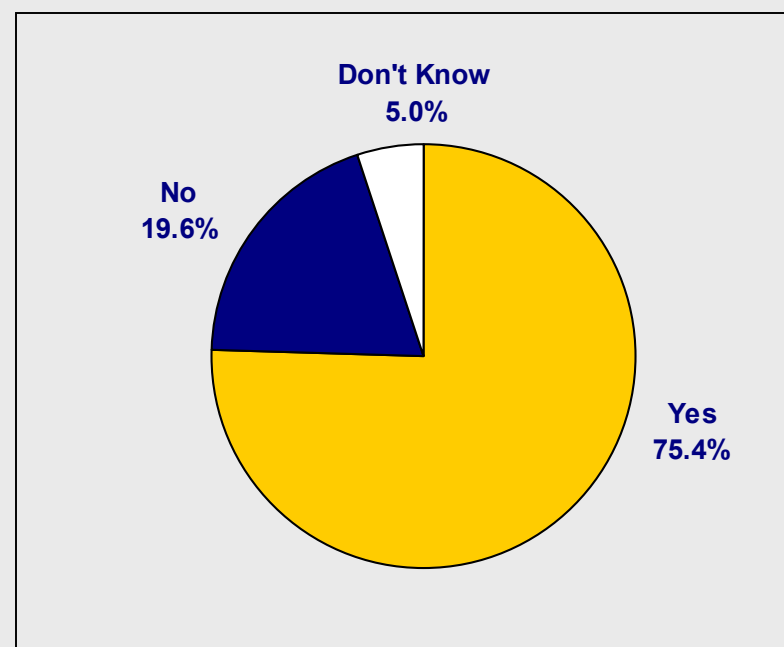
18

Question 5:
How satisfied are you with the occupational/vocational goal you and your counselor selected during the planning phase of your program?



Valid n=3192

Question 6:
Did (Do) you have an employment services specialist or counselor assigned to you during the employment services (job search) phase of your program?



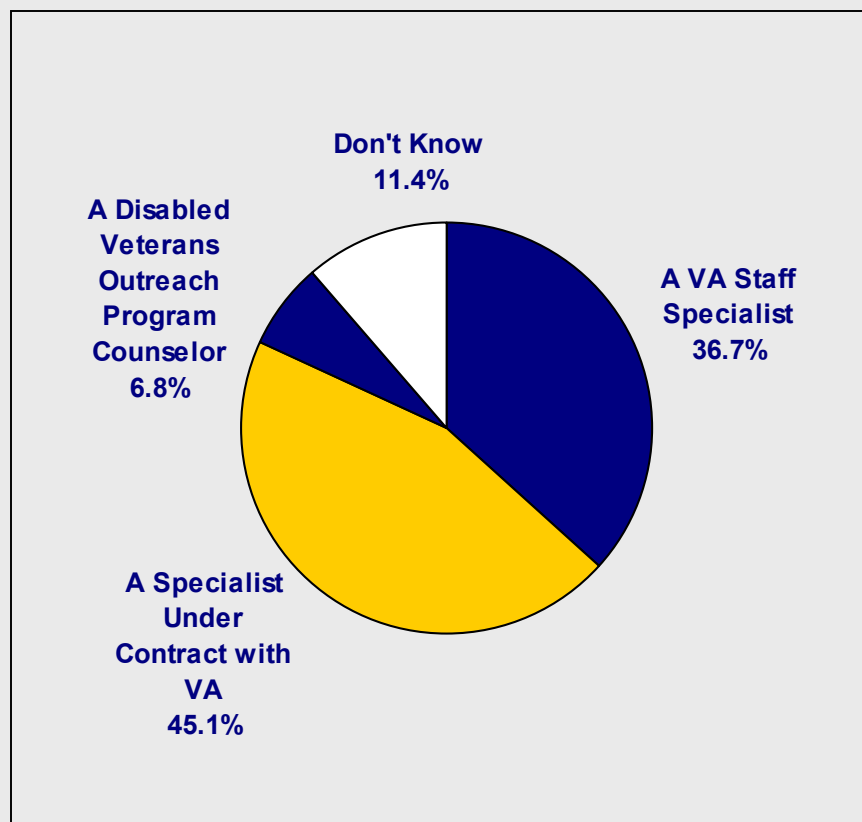
Valid n=3199

Background Information About Respondents' Program

19

Question 7:

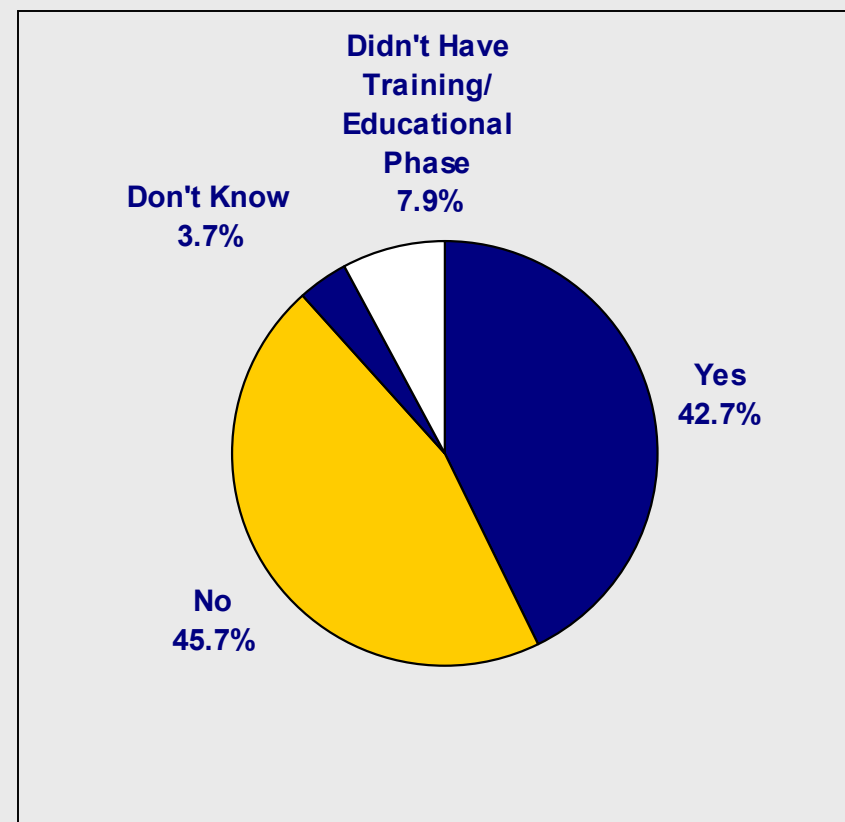
Who is (was) your primary specialist or counselor assigned during your job search?



Valid n=2378

Question 8:

Is this the same specialist/counselor who was assigned to you during the training or educational phase of your program?

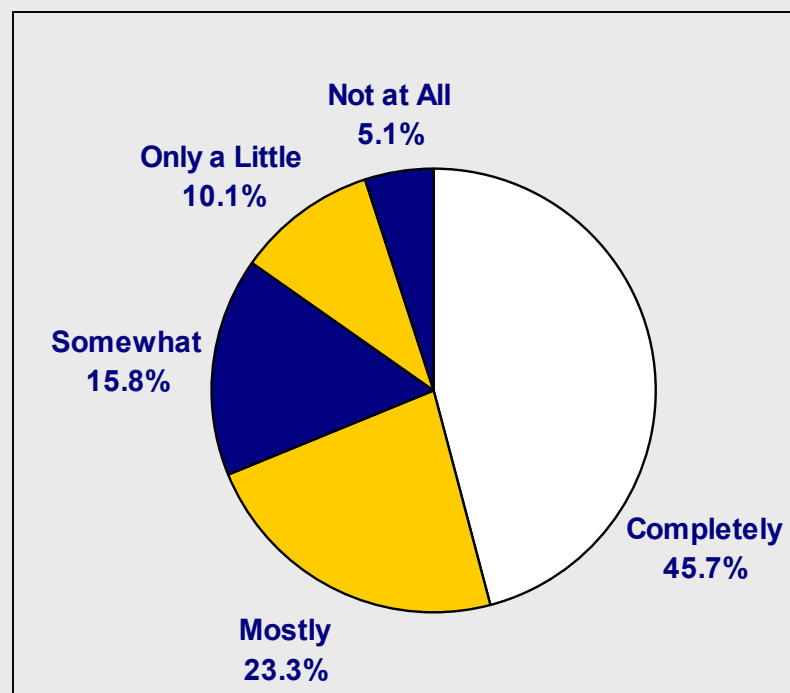


Valid n=2245

**Survey Findings:
Knowledge and Use of Employment Services**

Question 9:

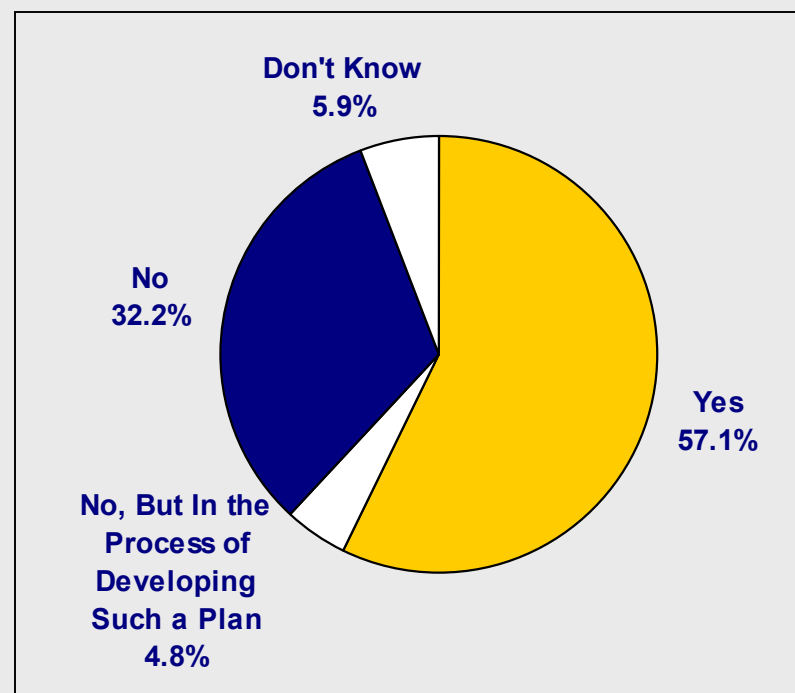
How completely did your counselor explain all the benefits and services available to you during the employment services phase of your program?



Valid n=2249

Question 10:

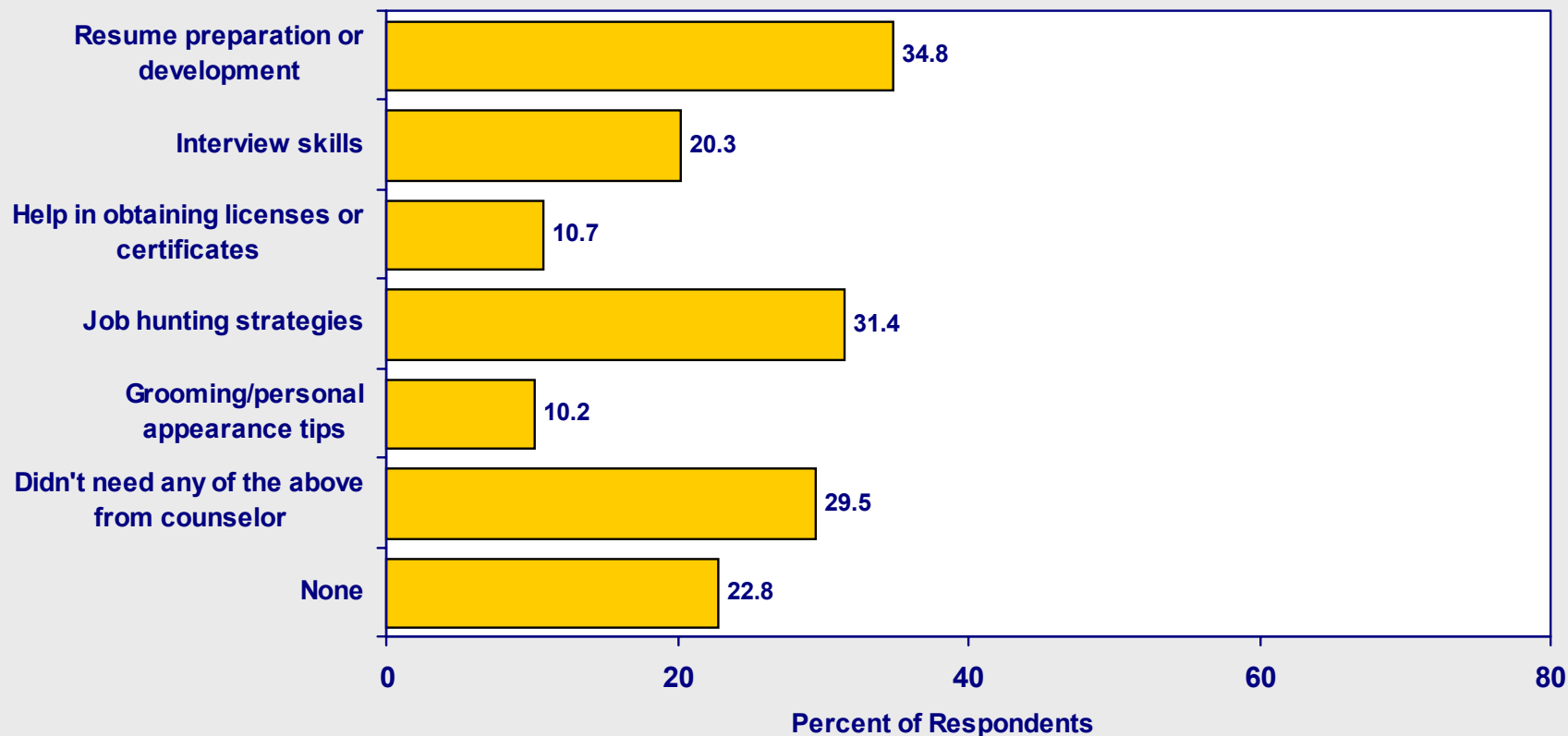
Have you and your counselor developed a plan (Individualized Employment Assistance Plan) to guide you in your job search?



Valid n=2236

Question 11:

Which of the following types of employment services has your counselor provided?

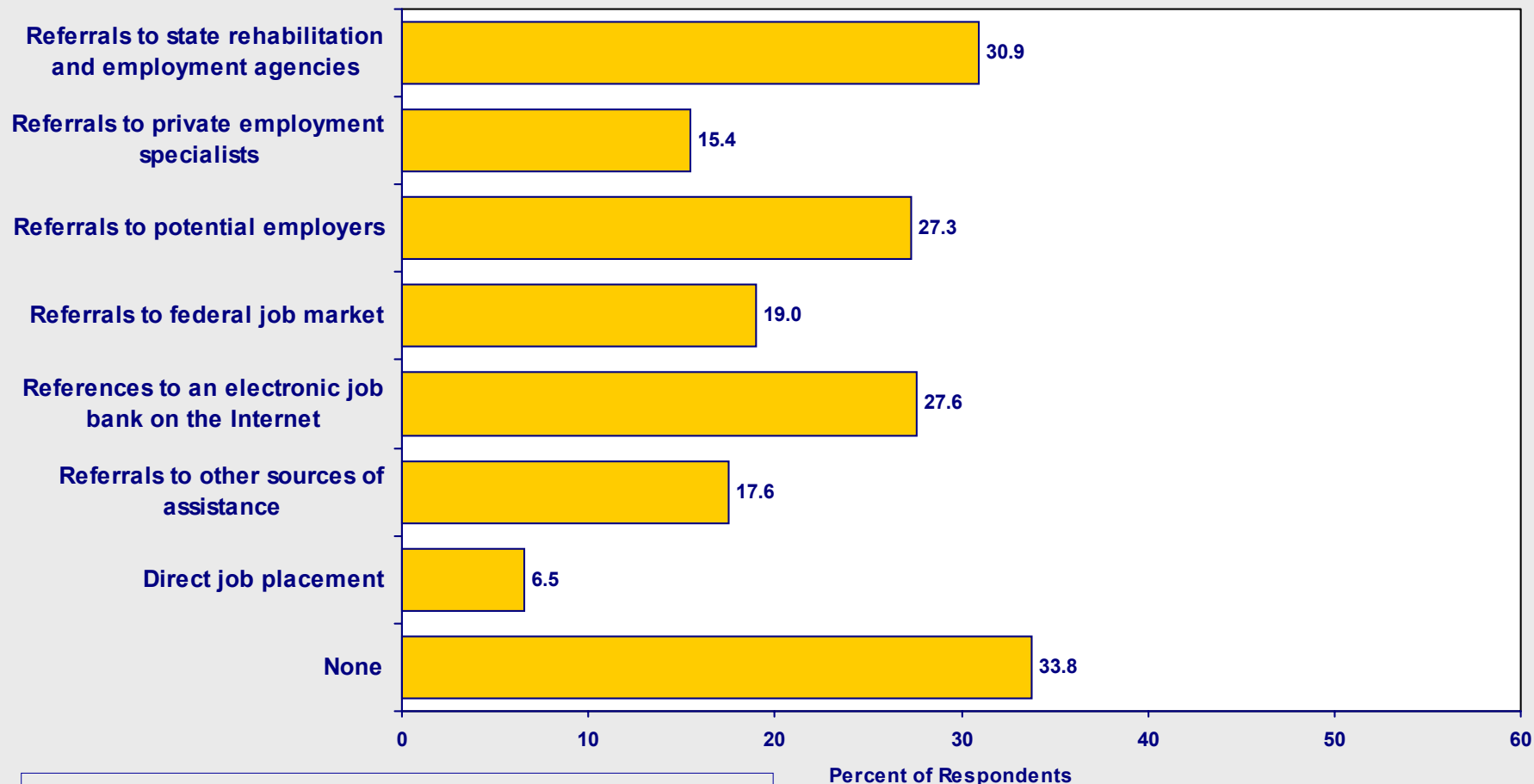


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=2324

Question 12:

Which of the following potential employment opportunities or referrals has your counselor provided?



Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

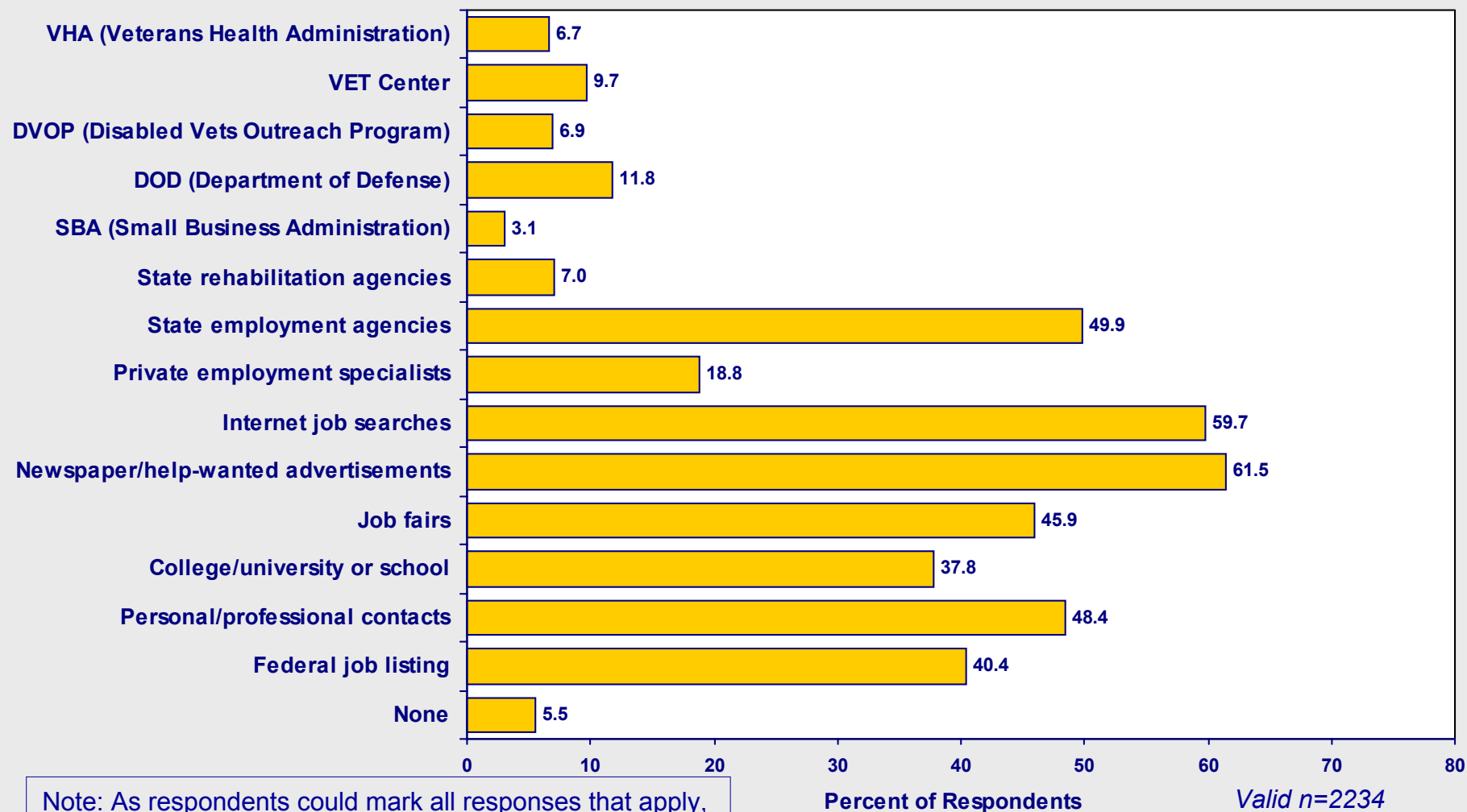
Valid n=2223

Knowledge and Use of Employment Services

24

Question 13:

Other than your counselor, which other sources of employment information have you used?



Knowledge and Use of Employment Services

25

Questions 14-25:

☐ Strongly Agree ☐ Agree ☐ Neither ☐ Disagree ☐ Strongly Disagree

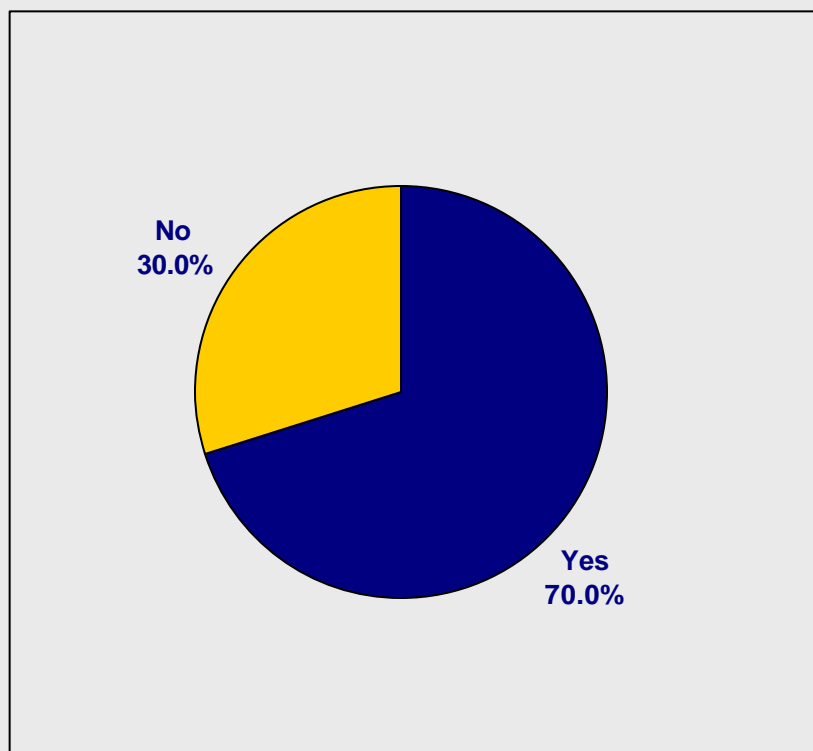
Q14: Your counselor gives you good information and advice.	32.2	36.3	14.9	8.9	7.6
Q15: Your counselor is knowledgeable regarding job search methods and techniques.	28.7	35.7	21.8	7.5	6.3
Q16: Your counselor is knowledgeable regarding employment markets.	24.8	31.4	27.3	9.6	6.9
Q17: Your counselor has provided assistance according to your individual needs.	29.9	30.2	16.3	12.3	11.4
Q18: Your counselor understands your vocational goals.	32.1	35.1	15.4	9.2	8.1
Q19: Your counselor shows a caring and compassionate attitude toward you.	35.8	31.9	17.9	5.9	8.5
Q20: Your counselor listens to your needs and concerns.	34.0	34.9	16.4	7.2	7.5
Q21: Your counselor has a communication style that is easy to understand.	33.9	39.3	15.1	6.3	5.4
Q22: Your counselor is flexible.	31.1	33.4	31.7	6.7	7.1
Q23: Your counselor is resourceful.	28.8	28.7	24.8	9.0	8.7
Q24: Your counselor is available when needed.	25.8	33.0	21.6	10.3	9.2
Q25: Your counselor is concerned about the quality of your job placement.	29.9	28.1	21.1	10.3	10.6

Note:
Responses
of "Not
Applicable"
are not
included in
the analysis.

Percent of Respondents

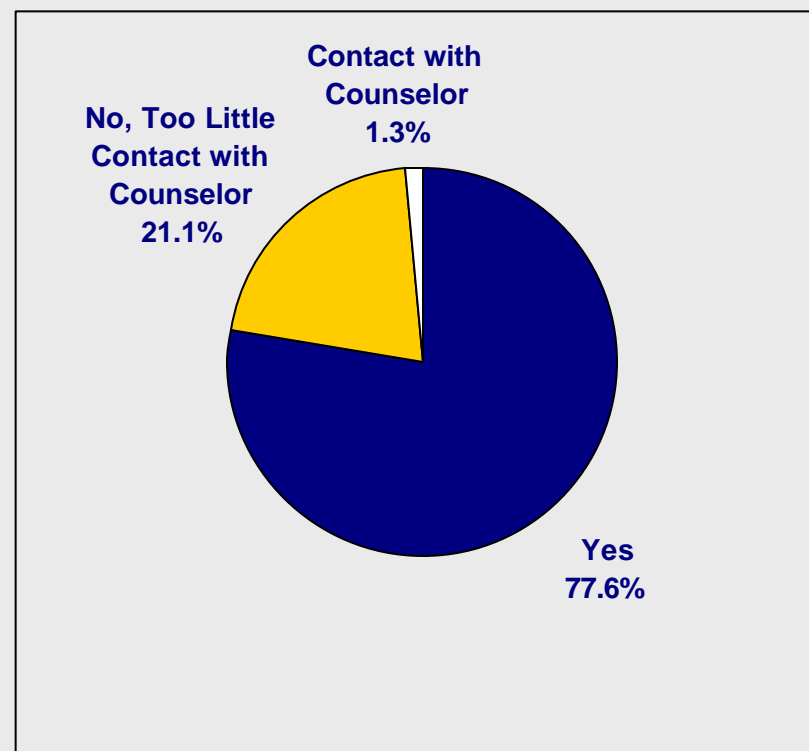
Survey Findings: Contact With Counselor

Question 26:
Do you have scheduled in-person meetings with your counselor?



Valid n=2256

Question 27:
Are the number and length of these sessions adequate to meet your counseling needs?

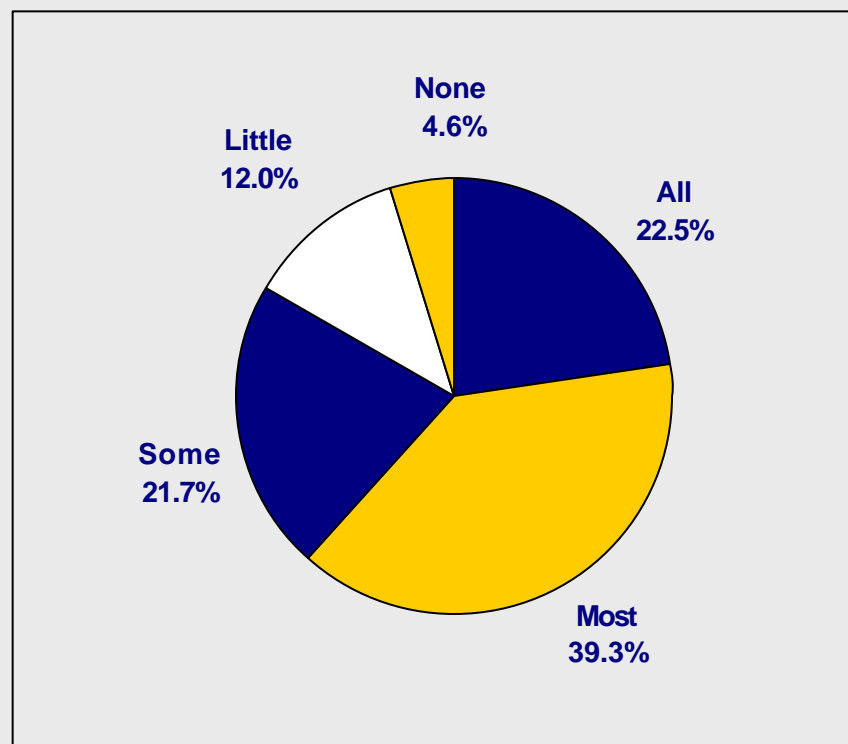


Valid n=1576

Contact With Counselor

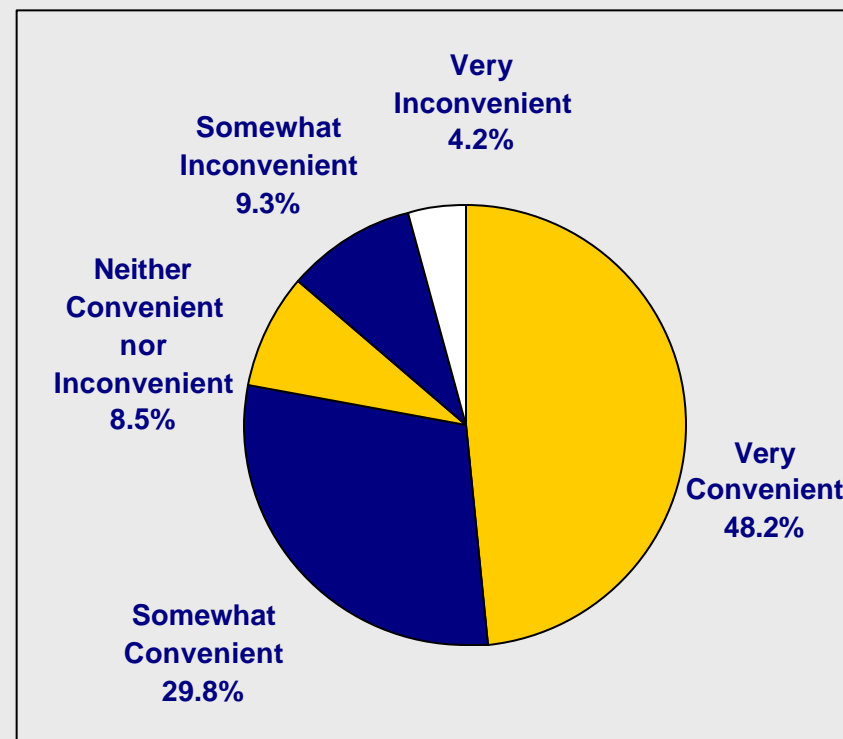
28

Question 28:
In general, how much of what you **NEEDED TO KNOW** did you get from these meetings?



Valid n=1576

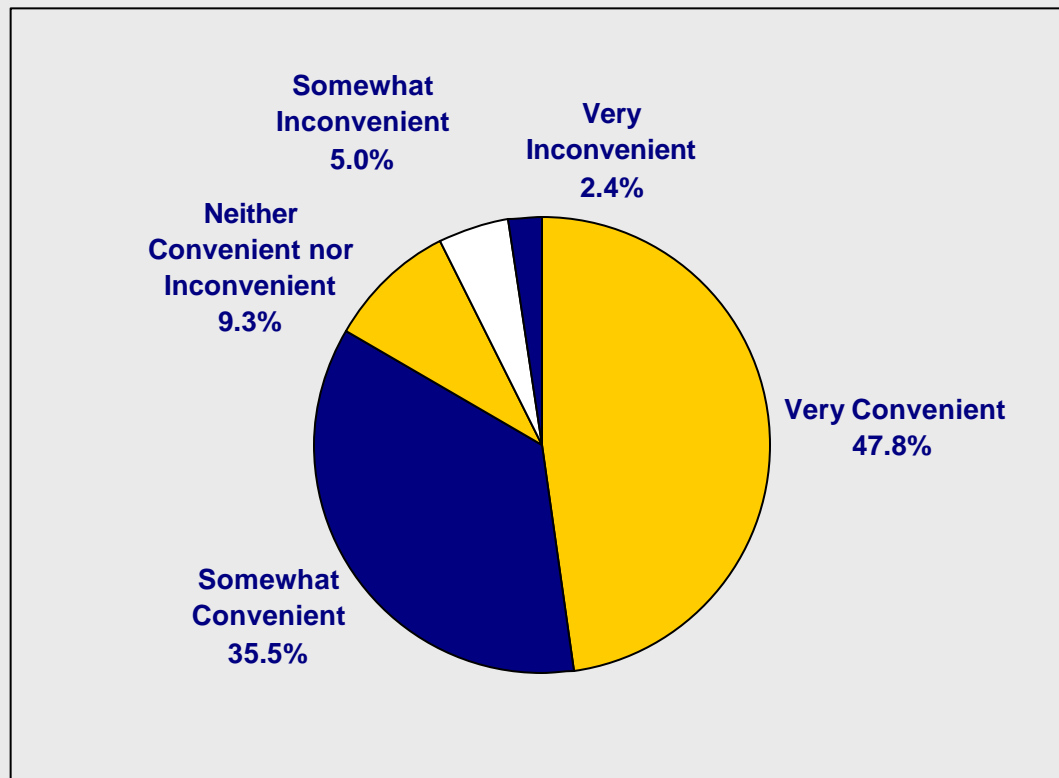
Question 29:
How convenient is the **LOCATION** where these meetings are held?



Valid n=1577

Question 30:

In general, how convenient is the TIME scheduled for these meetings?



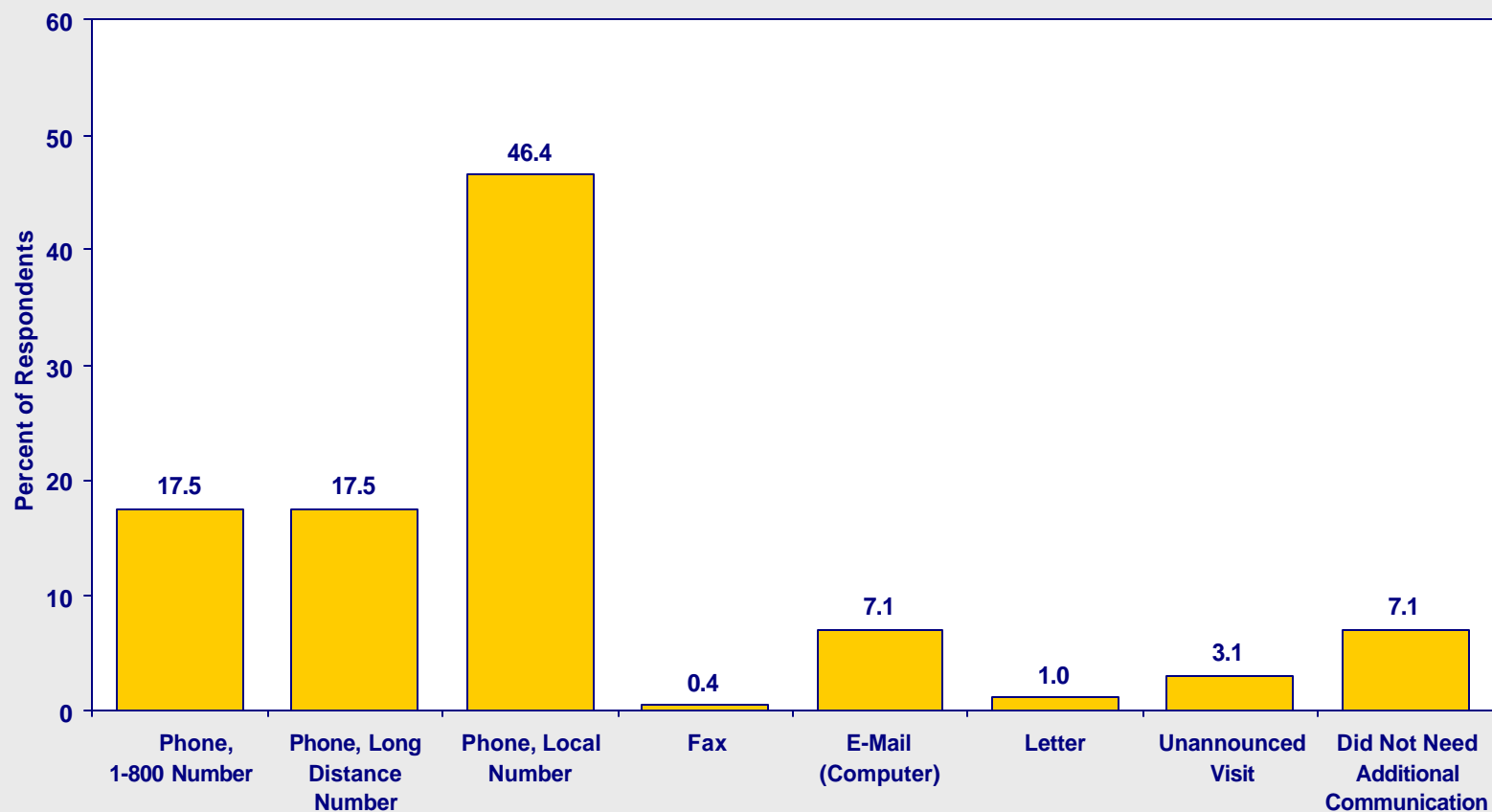
Valid n=1576

Contact With Counselor

30

Question 31:

Aside from scheduled visits, what is the primary method you use to contact your counselor?



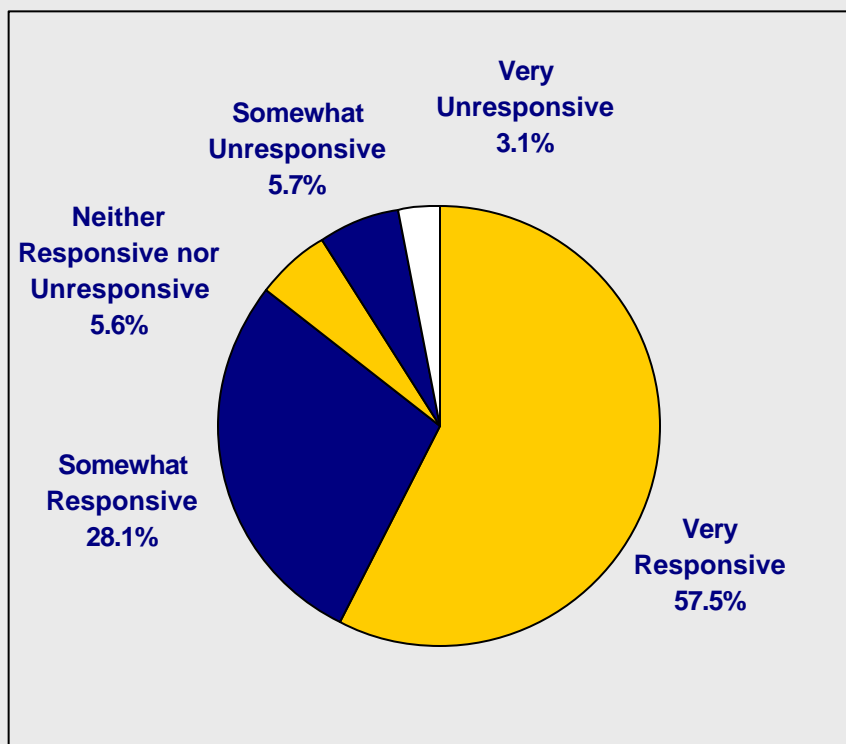
Valid n=1881

Contact With Counselor

31

Question 32:

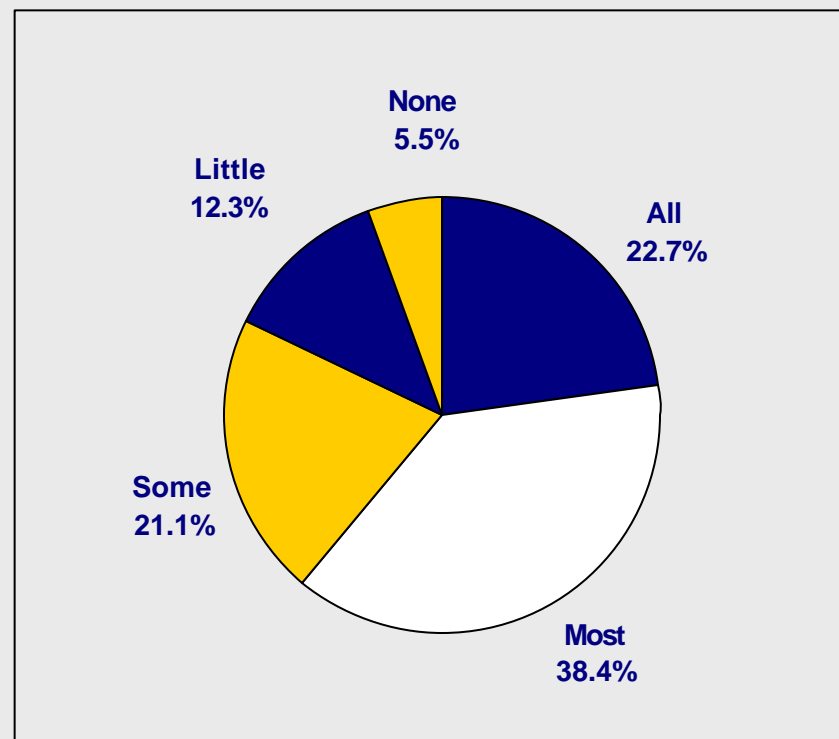
How responsive was your counselor to your contact through this method?



Valid n=2106

Question 33:

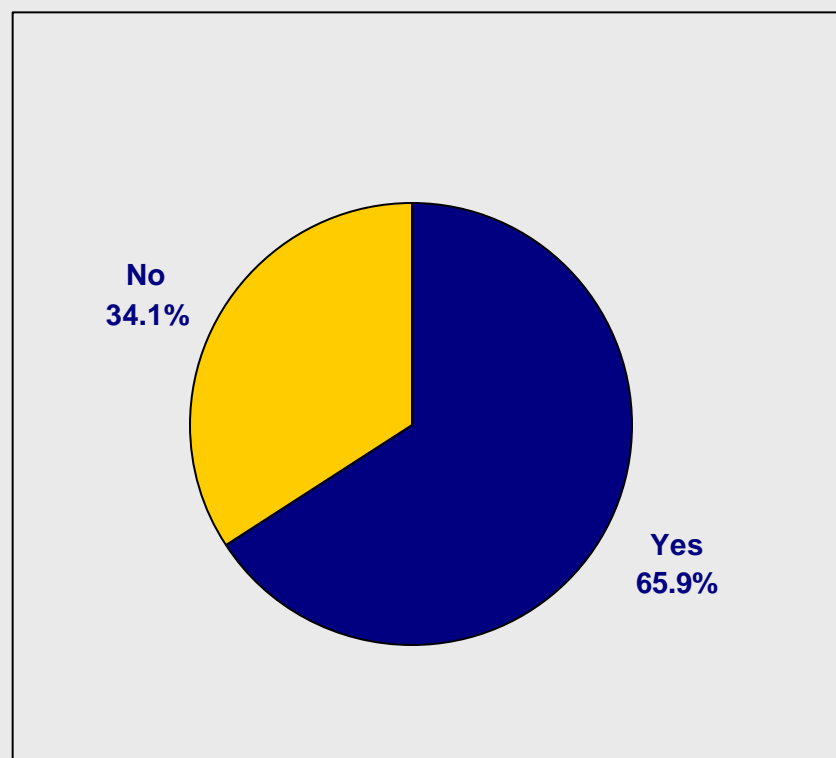
In general, how much of what you NEEDED TO KNOW did you get from this method of contact?



Valid n=2106

Question 34:

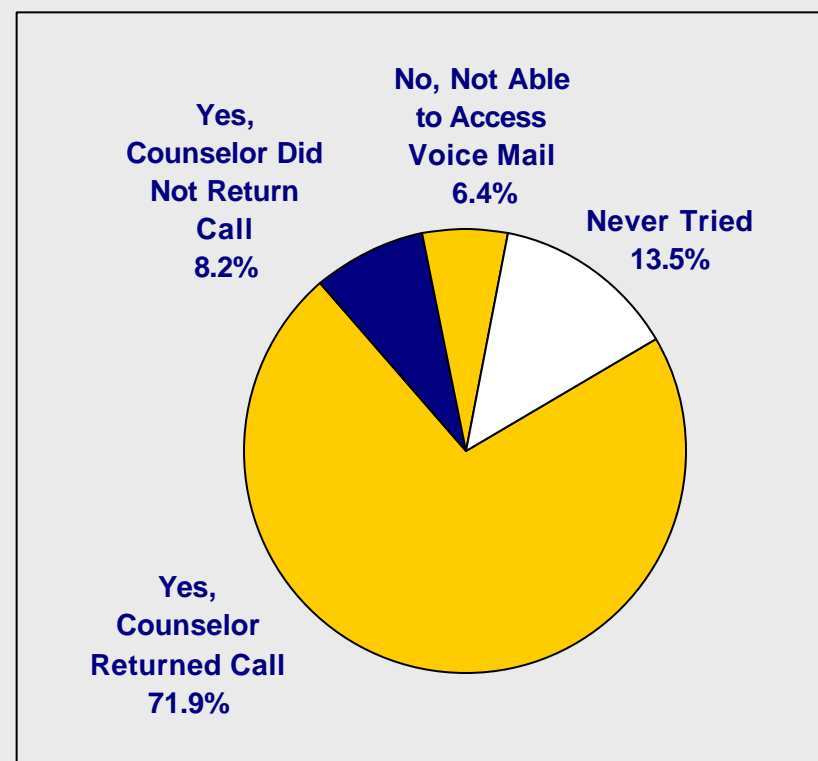
Were you generally able to get the information you needed on the first call or contact?



Valid n=2100

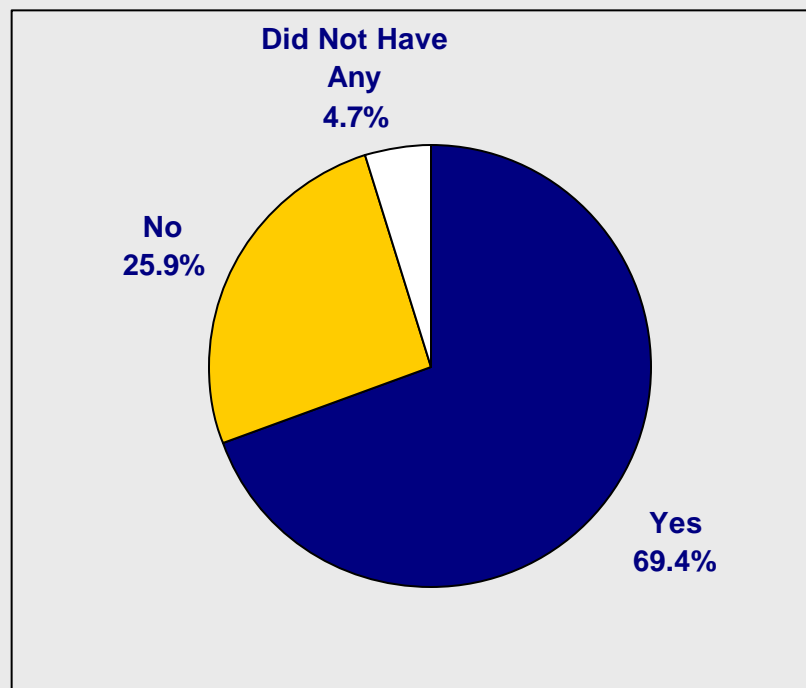
Question 35:

Were you able to access voice mail in order to leave your counselor a message?



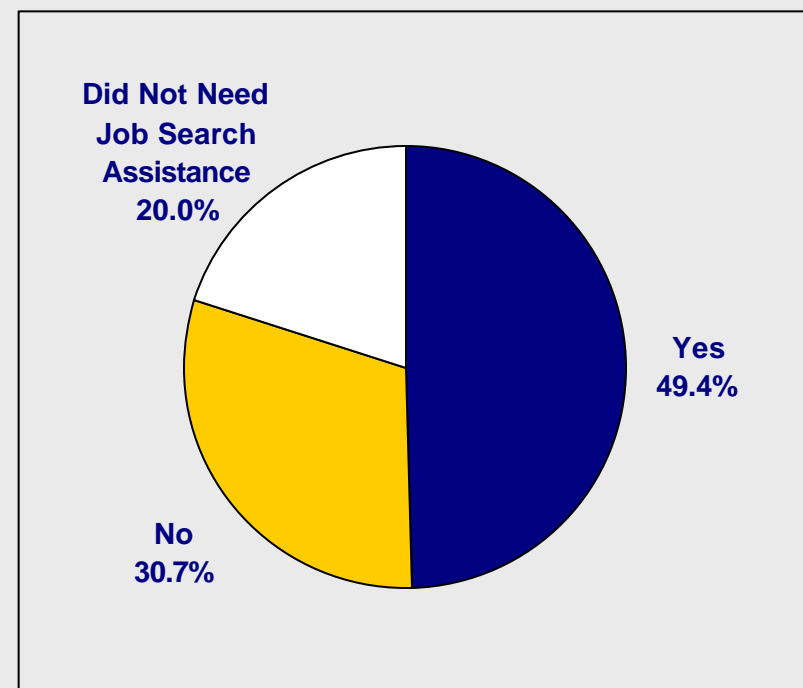
Valid n=2100

Question 36:
Did your counselor fully address all your questions, concerns, or complaints?



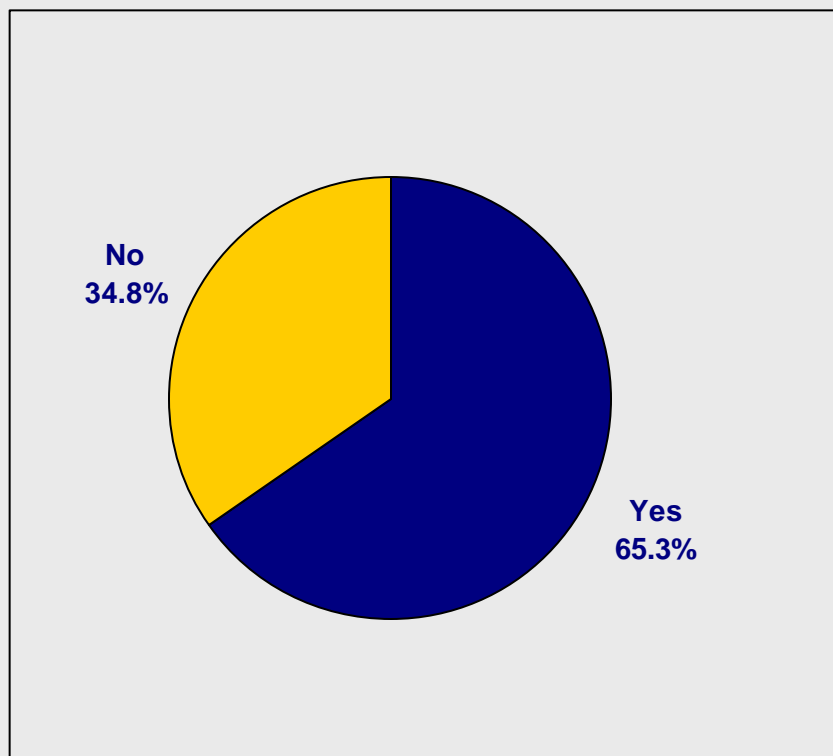
Valid n=2099

Question 37:
Did your counselor provide assistance throughout your job search?



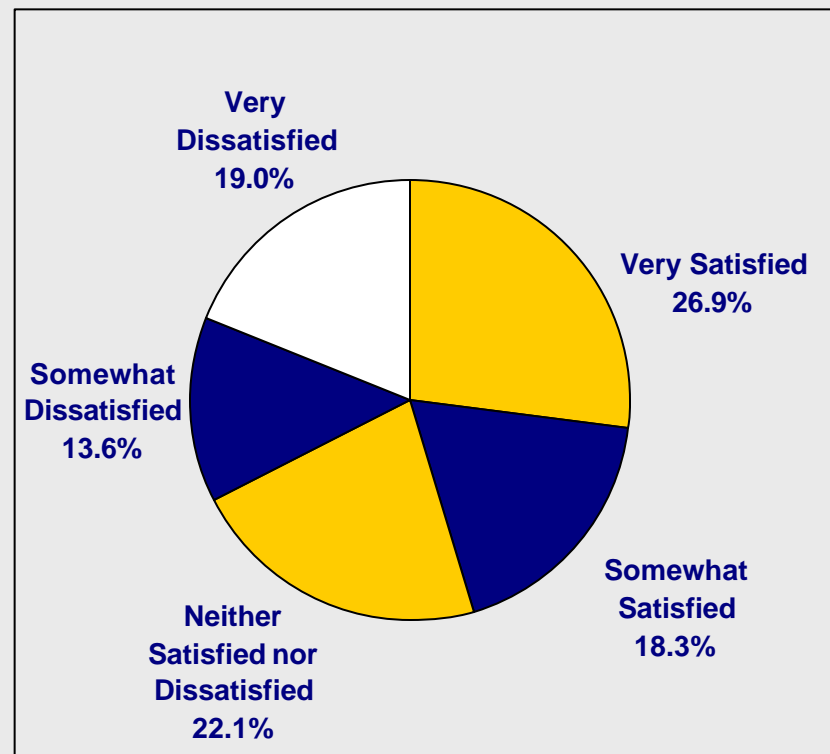
Valid n=2237

Question 38:
Did your counselor monitor your progress throughout your job search?



Valid n=2225

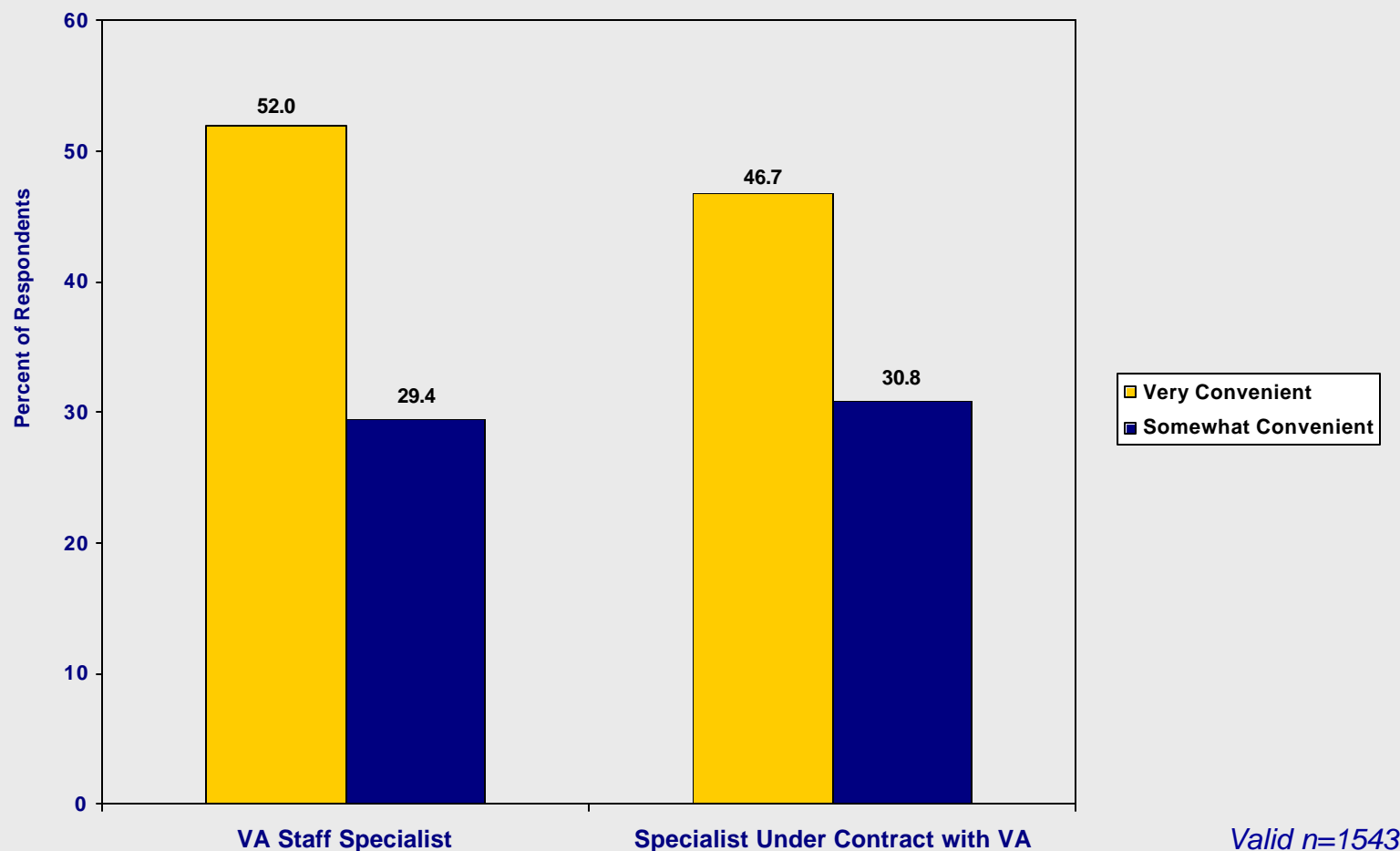
Question 39:
Overall, how satisfied are/were you with the Employment Services (job search) phase of the program?



Valid n=3032

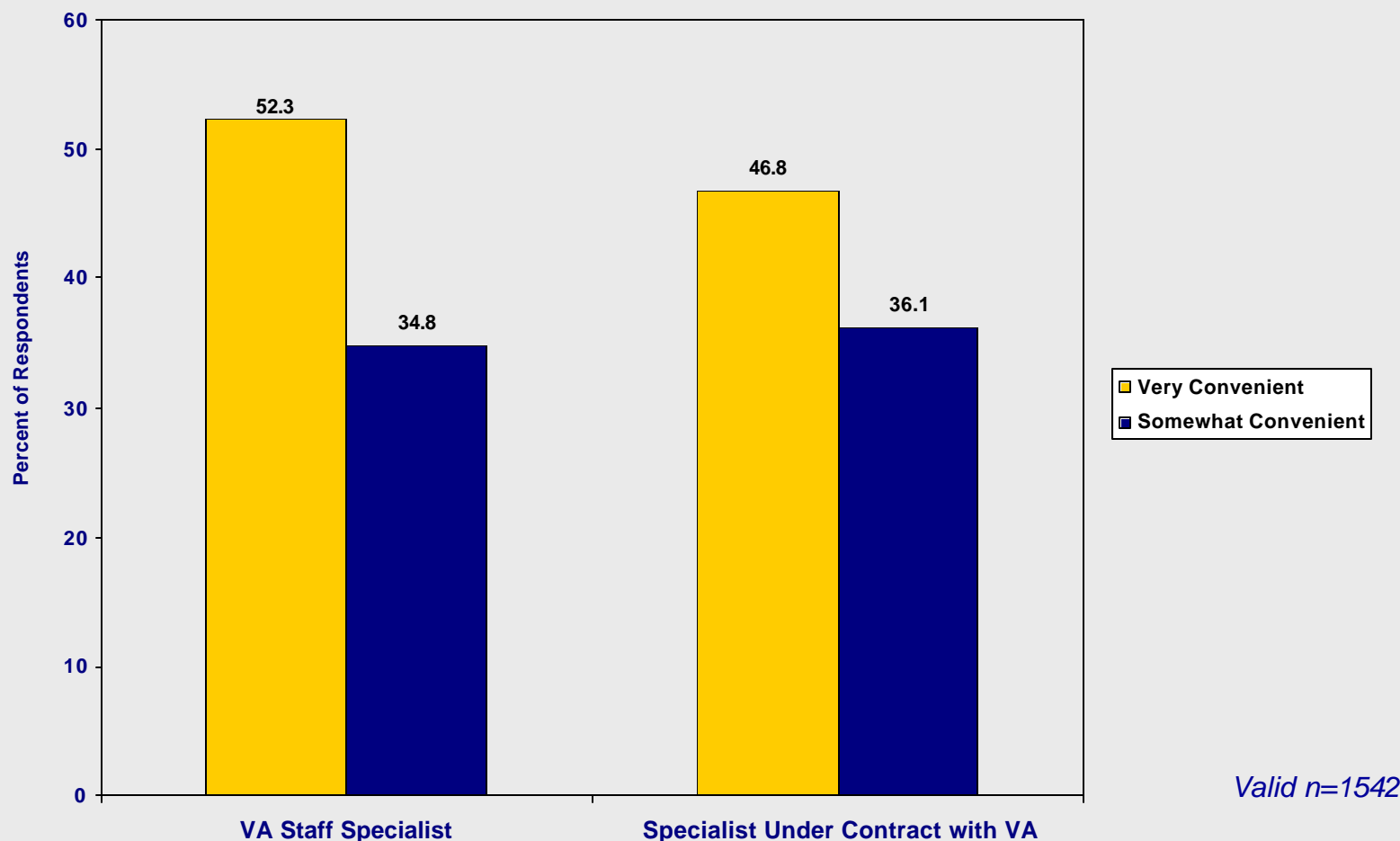
Question 29 by Question 7:

Convenience of location for in-person meetings by type of counselor during this phase of program.



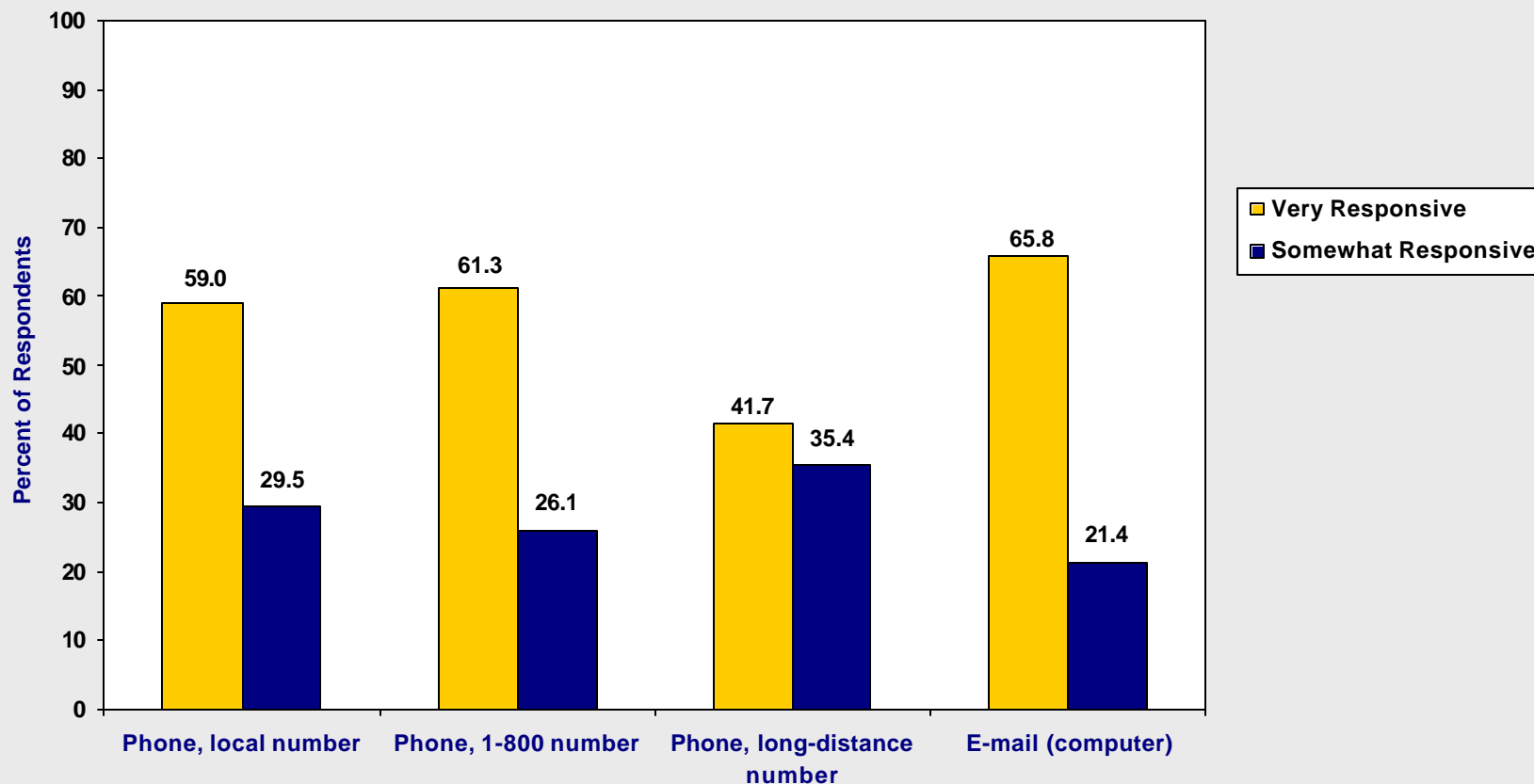
Question 30 by Question 7:

Convenience of time scheduled for in-person meetings by type of counselor during this phase of program.



Question 31 by Question 32:

Responsiveness of counselor by primary method of contact, aside from scheduled visits.

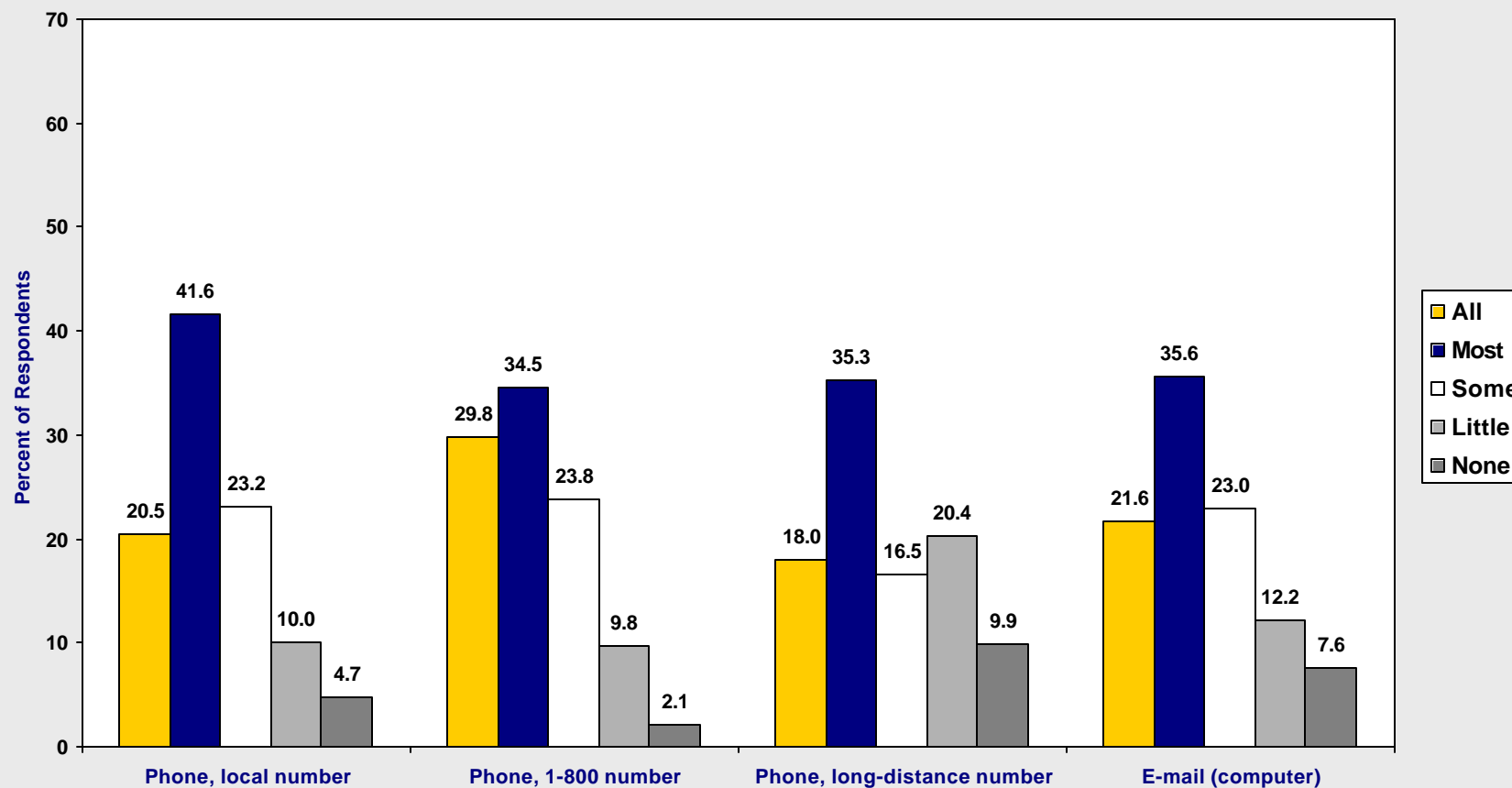


Note: The chart presents data on the 4 most frequently reported methods of contact, aside from scheduled visits.

Valid n=1743

Question 31 by Question 33:

Amount of needed information obtained by primary method of contact, aside from scheduled visits.



Note: The chart presents data on the 4 most frequently reported sources of information, aside from scheduled visits.

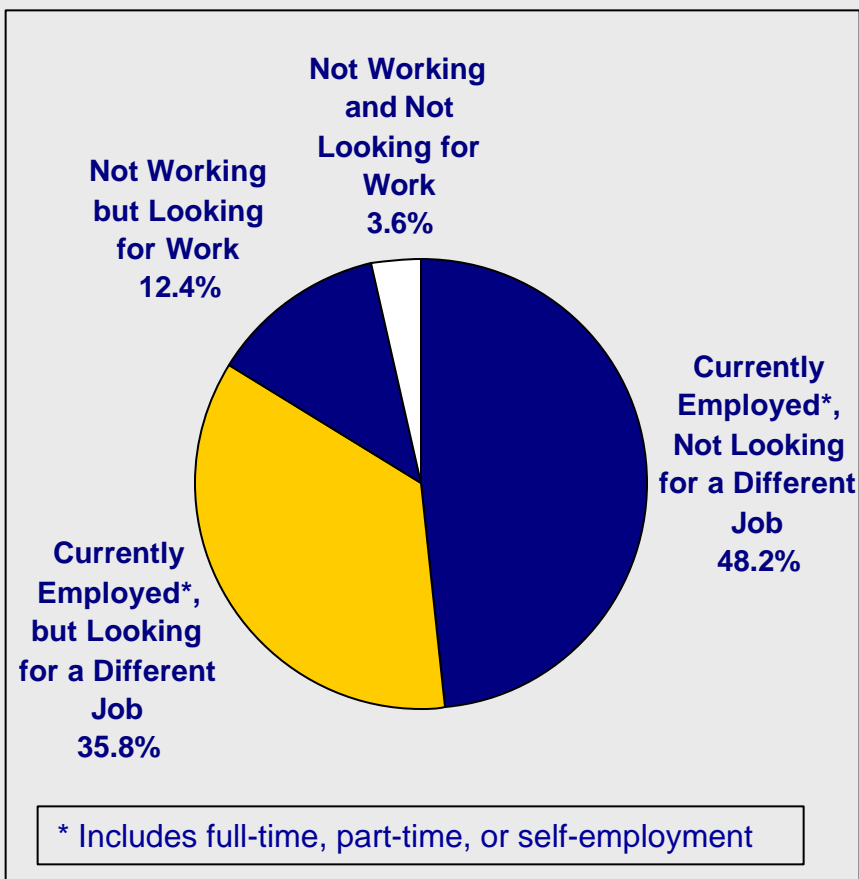
Valid n=1742

Survey Findings: Current Employment Status

Current Employment Status

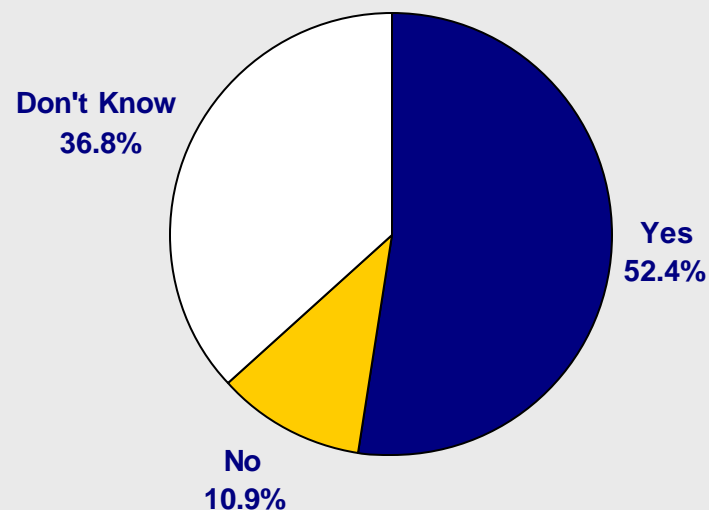
40

Question 40:
What is your current employment status?



Valid n=3084

Question 41:
Has the VA's Vocational Rehabilitation Program determined that you are suitably employed?



Valid n=2604

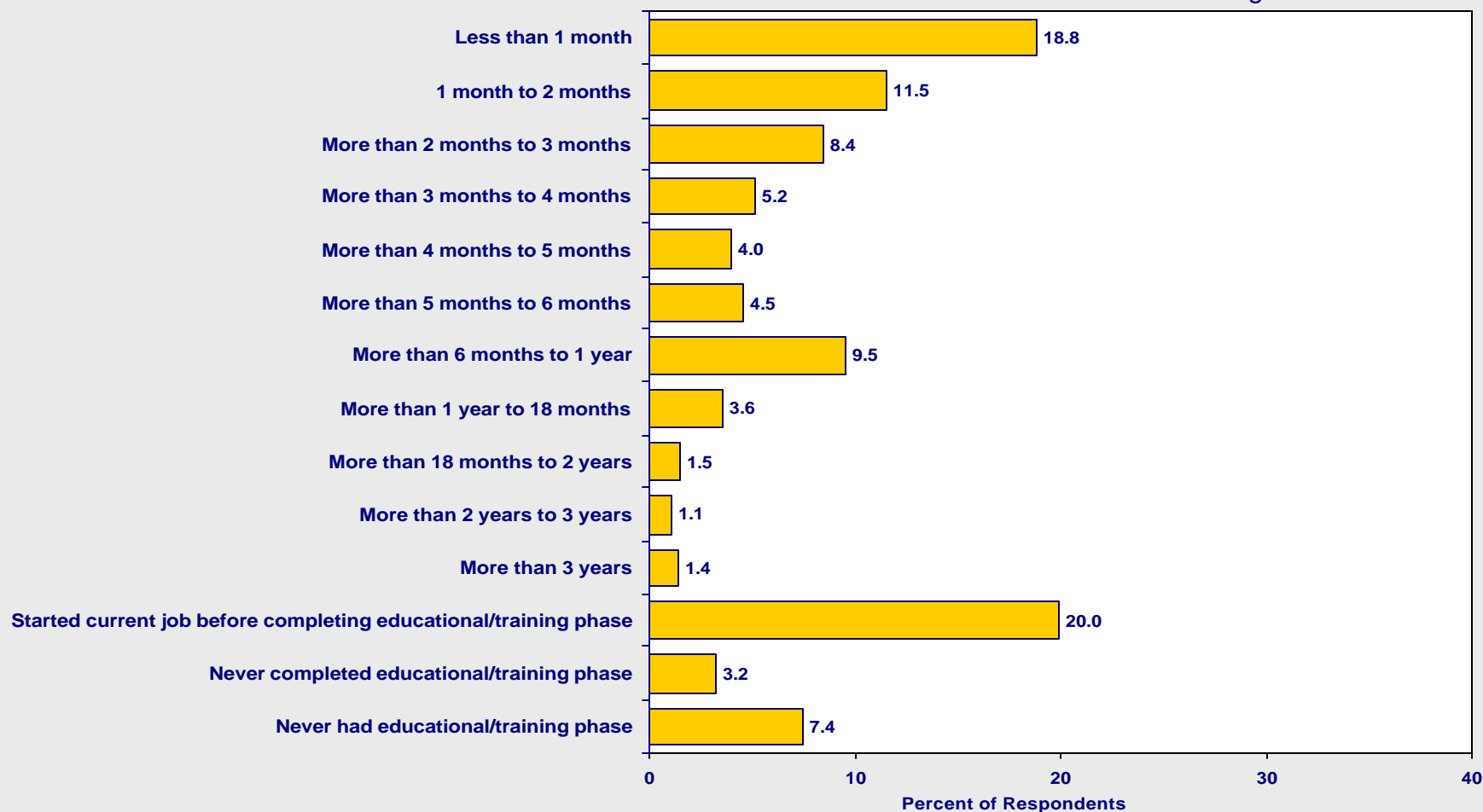
Current Employment Status

41

Question 42:

How long did it take from the time you completed the educational/training phase of your vocational rehabilitation program until you started your current job?

Average=3.9 Months

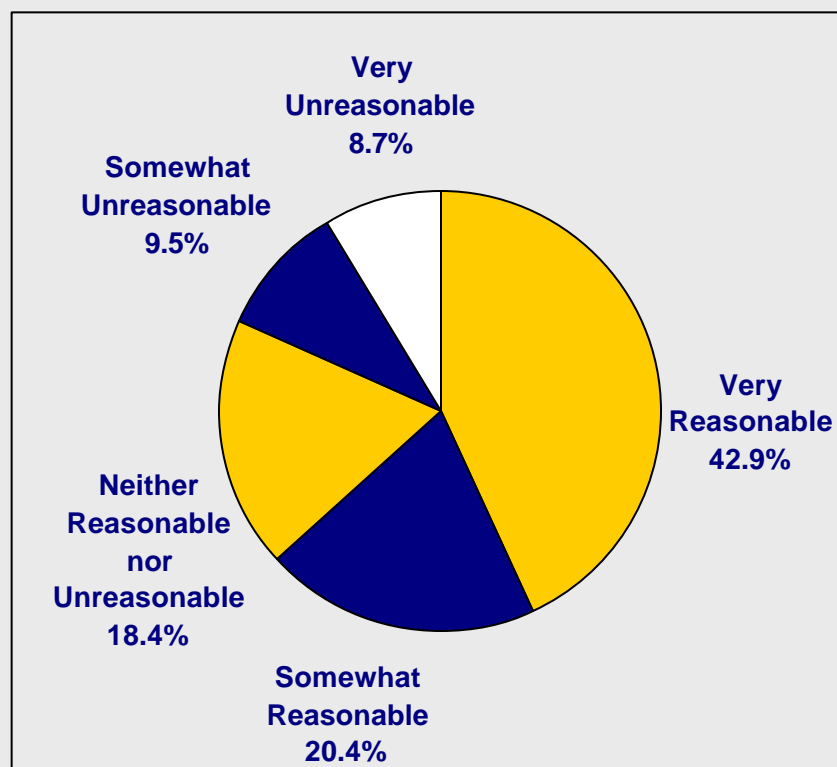


Valid n=2584

Current Employment Status

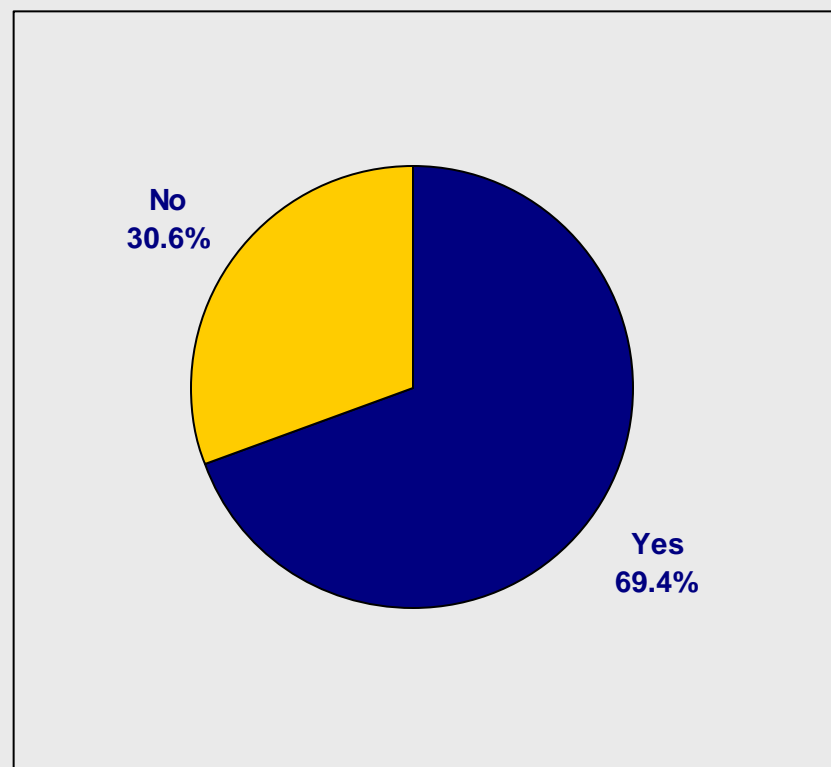
42

Question 43:
How REASONABLE was the length of time it took you to find a job?



Valid n=2562

Question 44:
Does this job meet your rehabilitation needs?

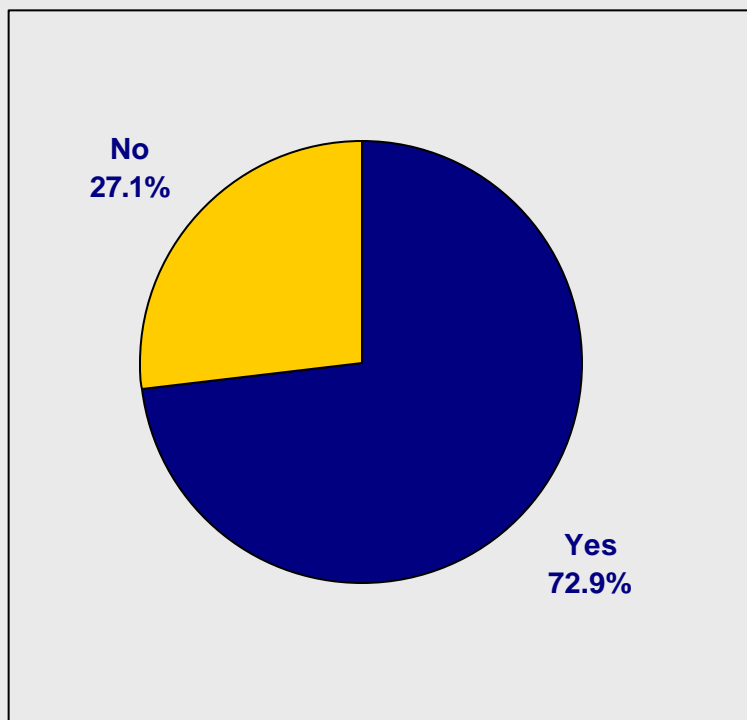


Valid n=2579

Current Employment Status

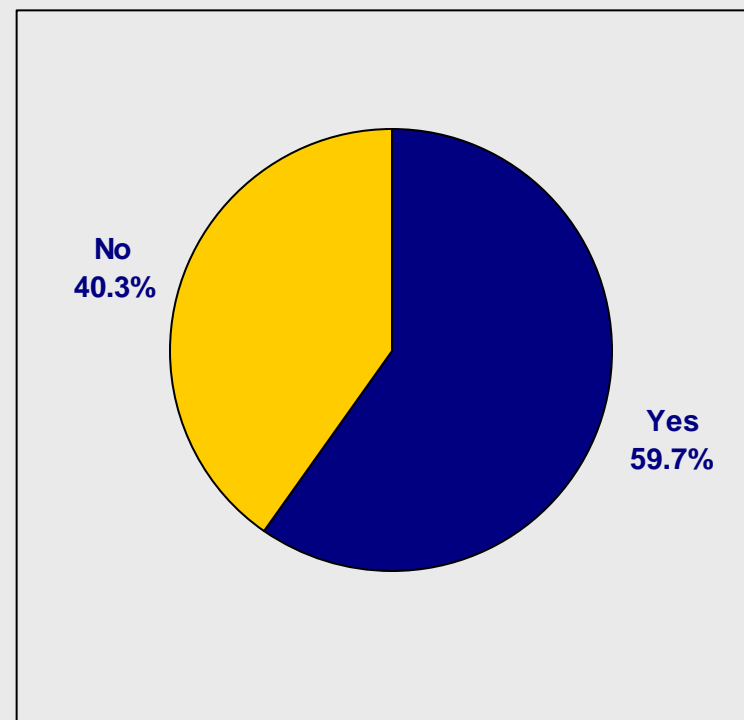
43

Question 45:
Does this job suit your skills and abilities?



Valid n=2581

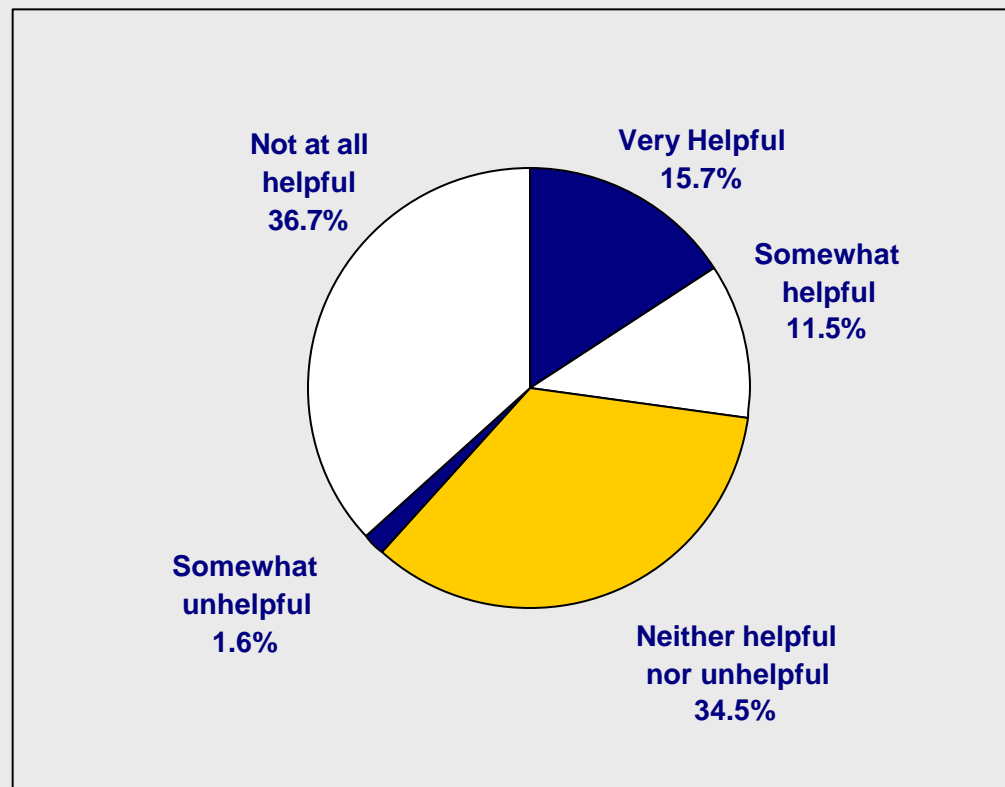
Question 46:
Does this job match the occupational/vocational goal you and your counselor selected during the planning phase of the program?



Valid n=2571

Question 47:

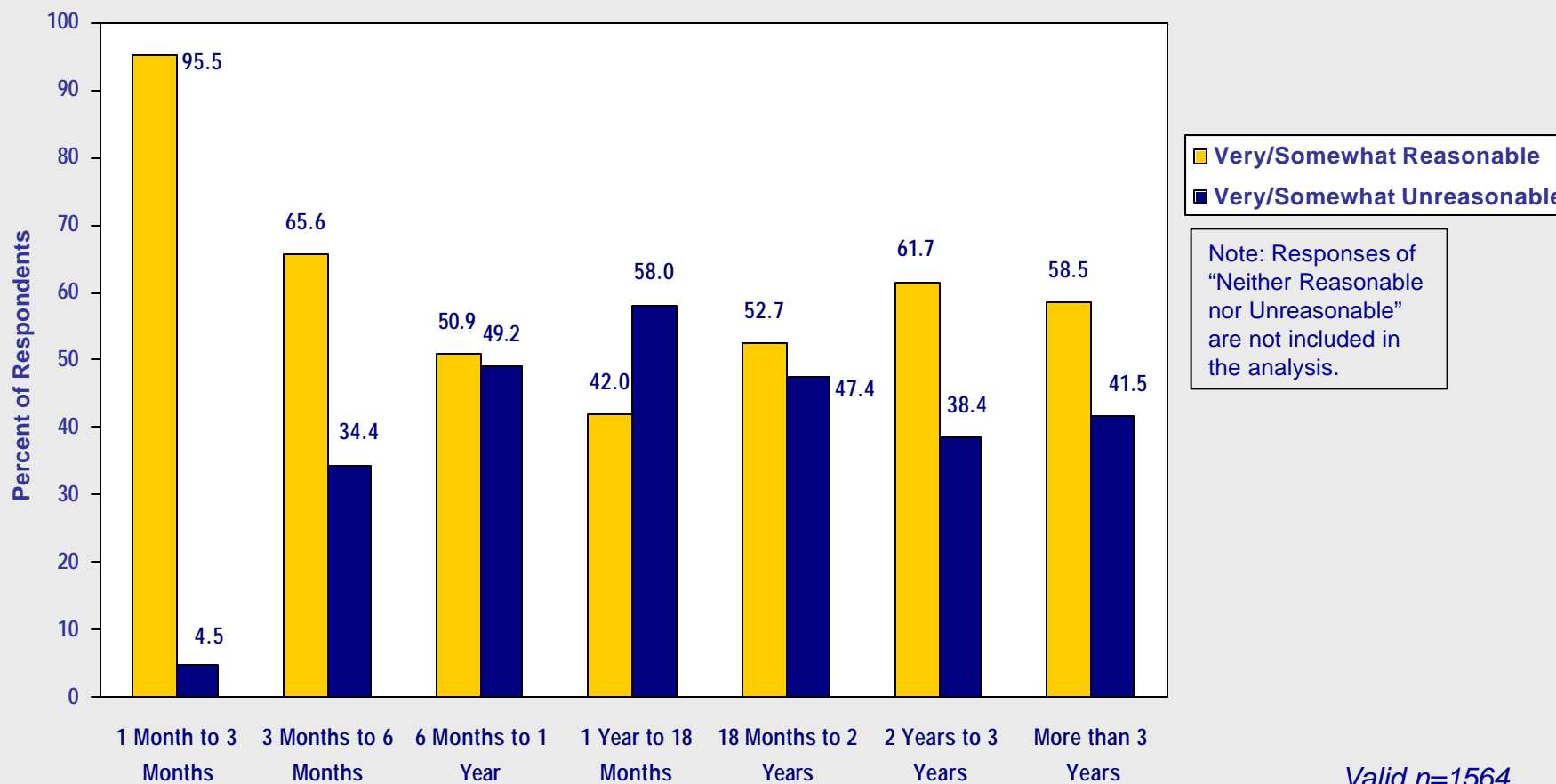
How helpful was your employment specialist/counselor in helping you find your current job?



Valid n=2640

Question 43 by Question 42:

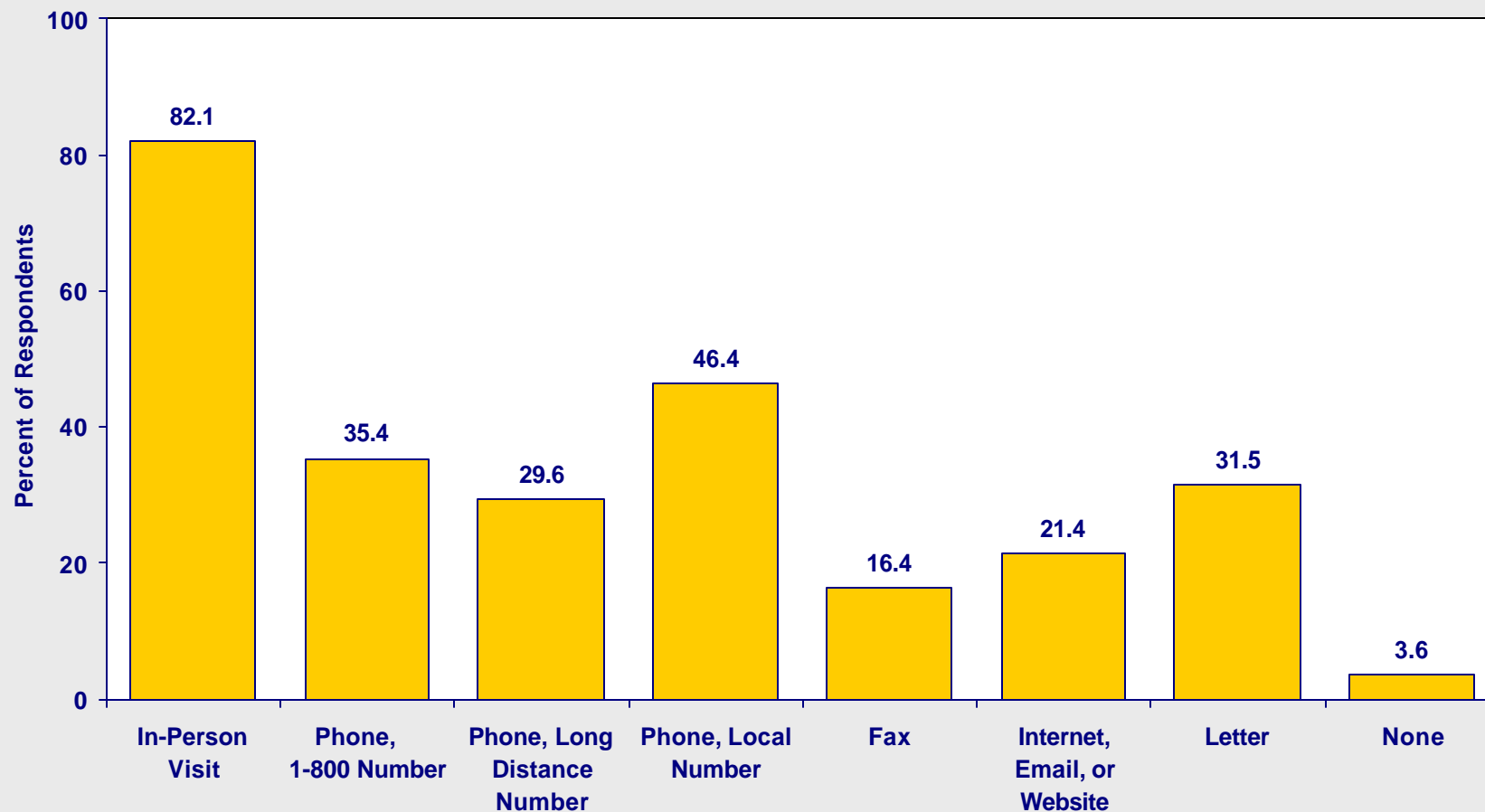
Reasonableness of time to find job by time between completion of education training phase of program until current job started.



Survey Findings:
Access to the VR&E Program

Question 48:

Looking back to your contacts with the VR&E program thus far, which methods of contact did you EVER use?

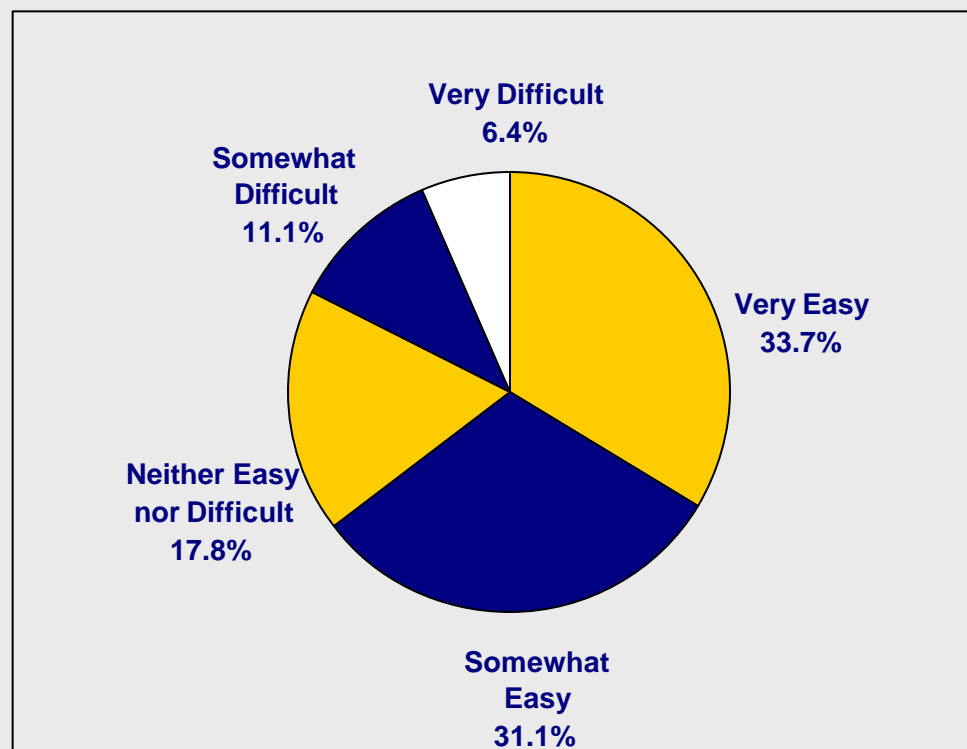


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=3176

Question 49:

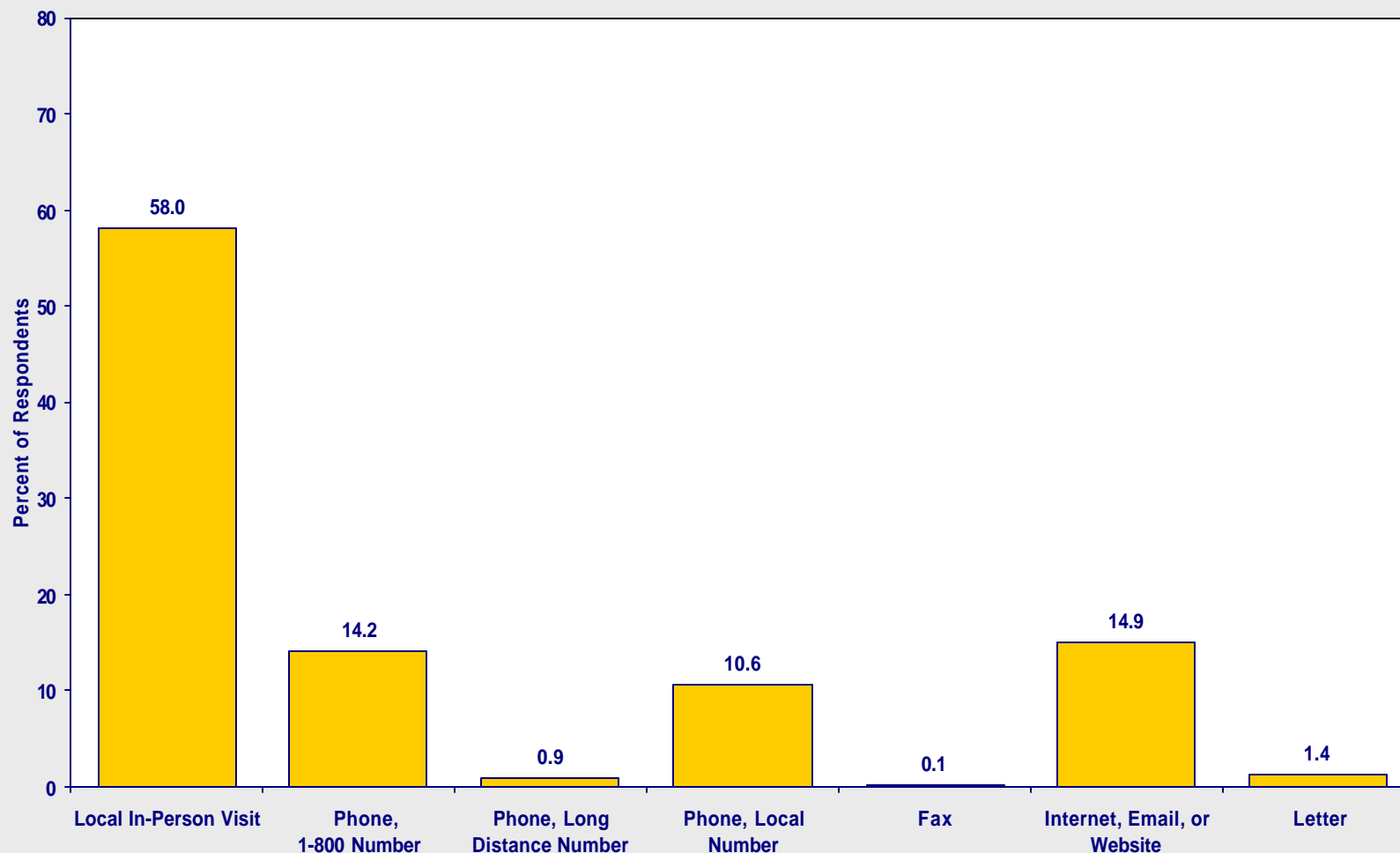
In general, how easy was it for you to obtain information from the VR&E program?



Valid n=3169

Question 50:

Which method of contact with the VR&E program would you prefer, if you could get the same degree of service?



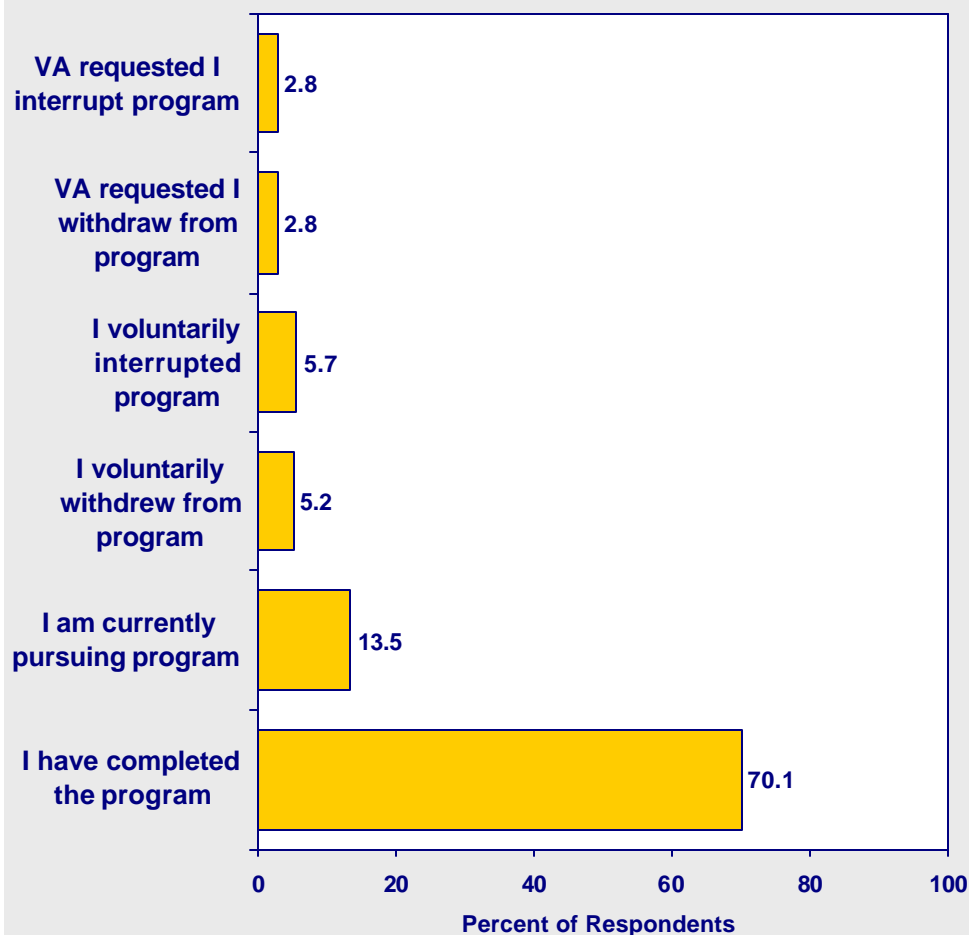
Valid n=2864

Survey Findings:
Current Status in the VR&E Program

Current Status in the VR&E Program

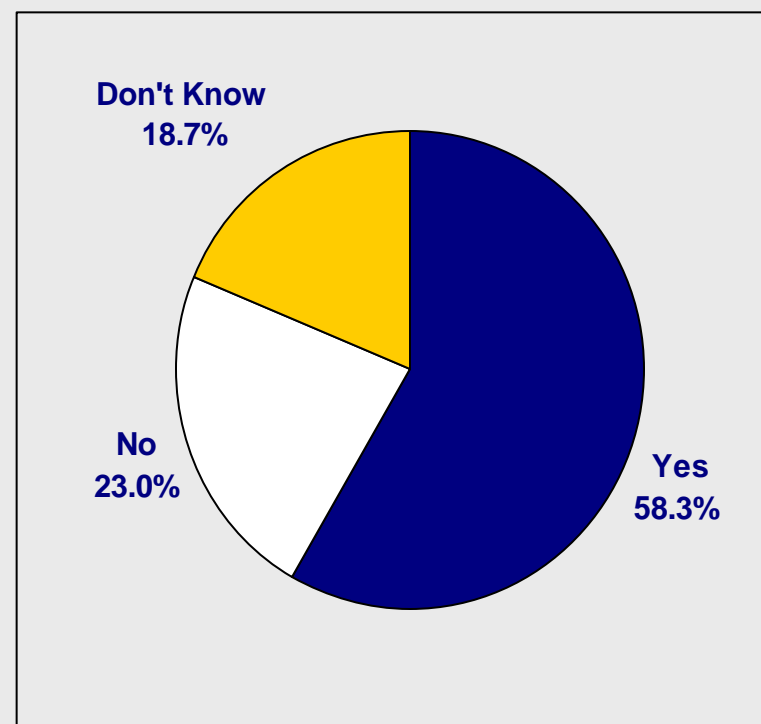
51

Question 51:
How would you best describe your current status with regard to the VA VR&E program?



Valid n=3095

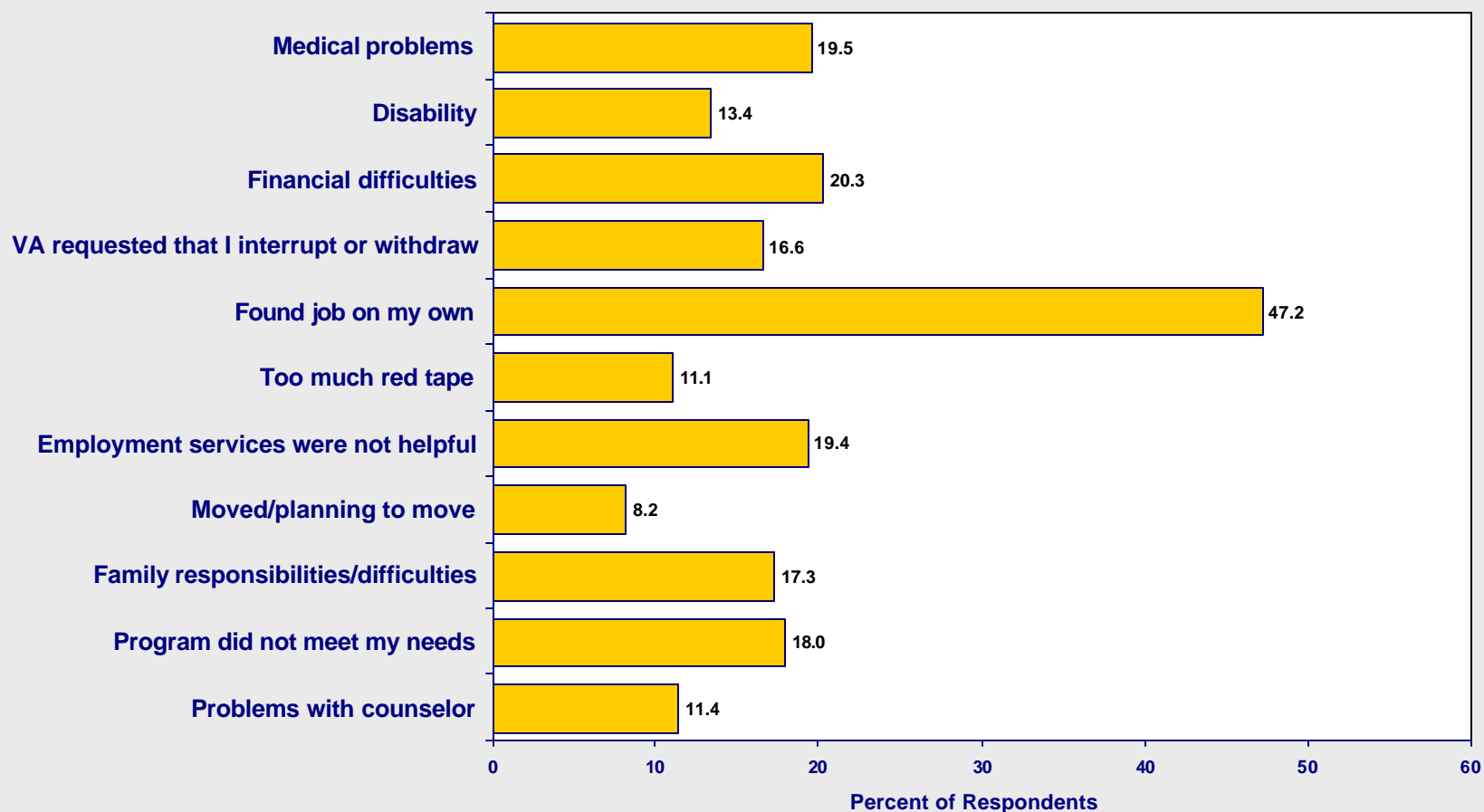
Question 52:
Did VA tell you the reasons why you were interrupted or withdrawn from the VR&E employment services program?



Valid n=204

Question 53:

Why did you interrupt or withdraw from the VR&E employment services program?

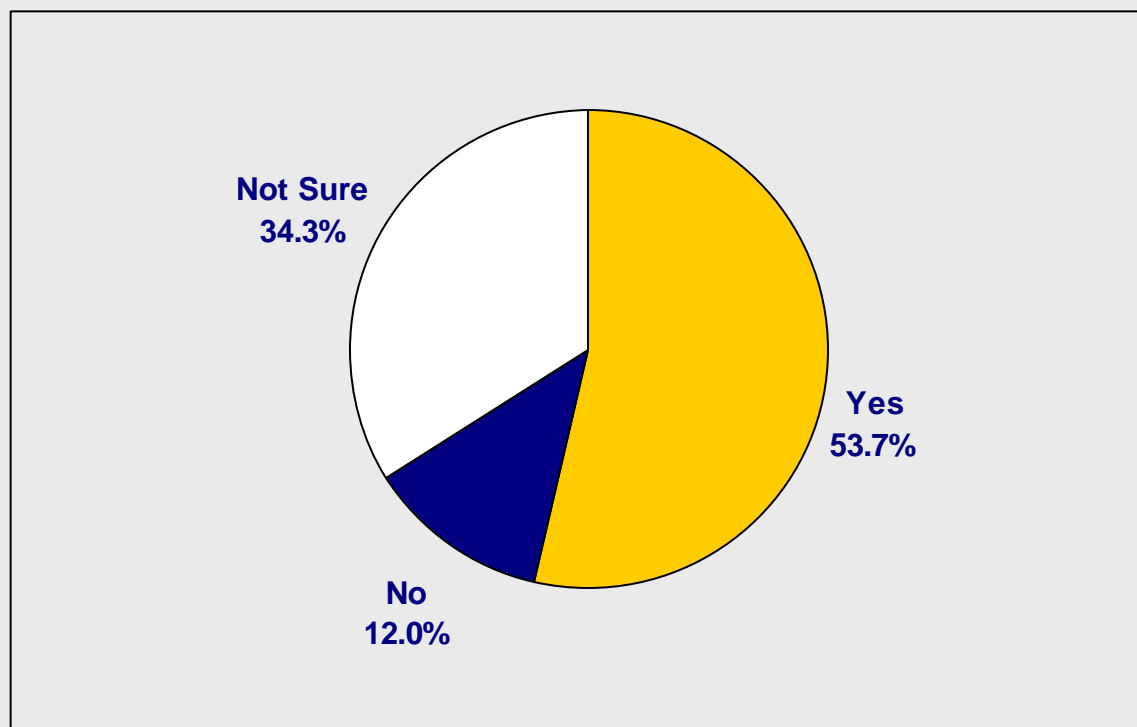


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=530

Question 54:

Do you plan to complete your rehabilitation program now or at some later date?

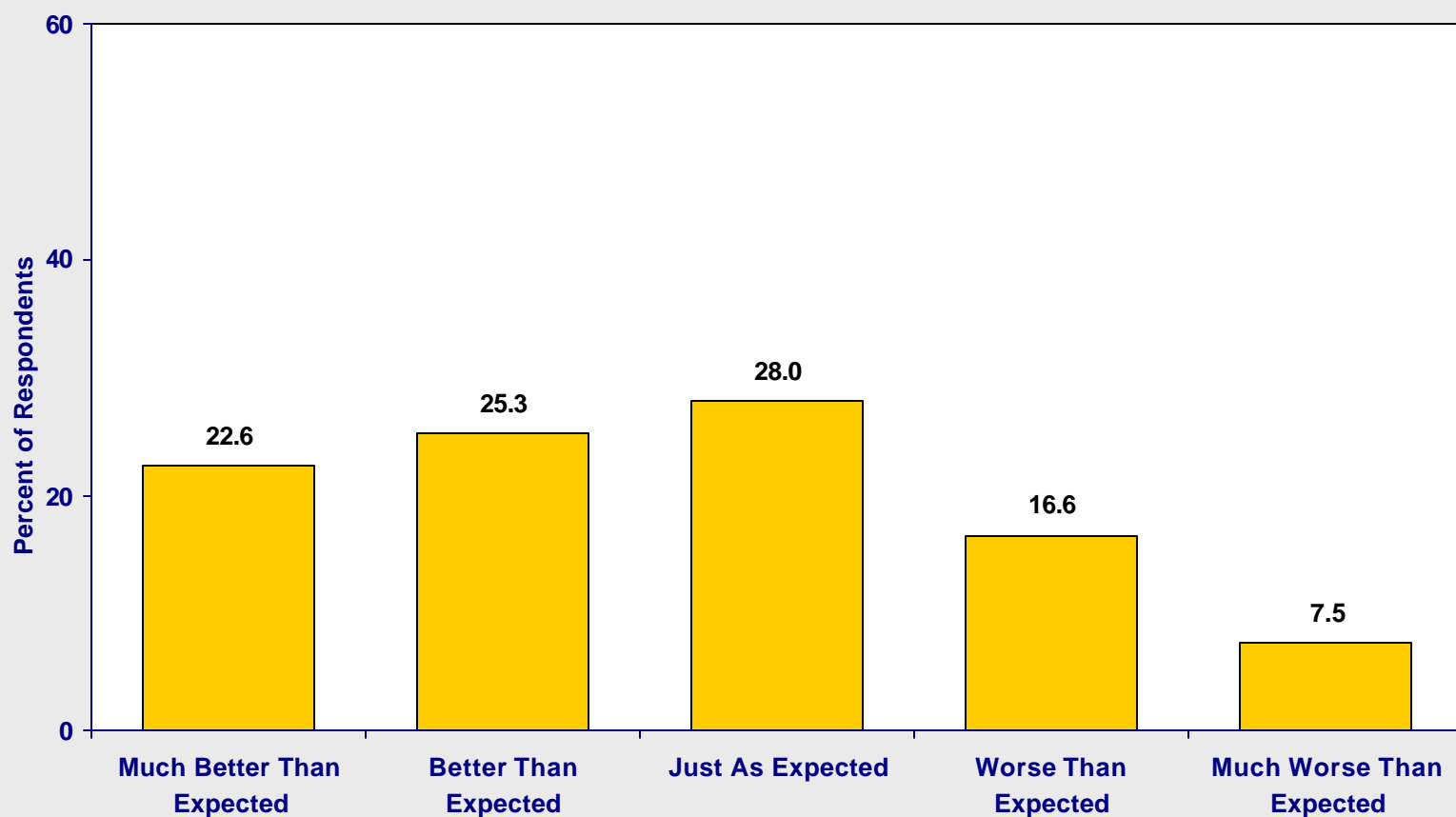


Valid n=694

Overall Program Impressions

Question 55:

Thus far, how well has the VA's VR&E program met your expectations?

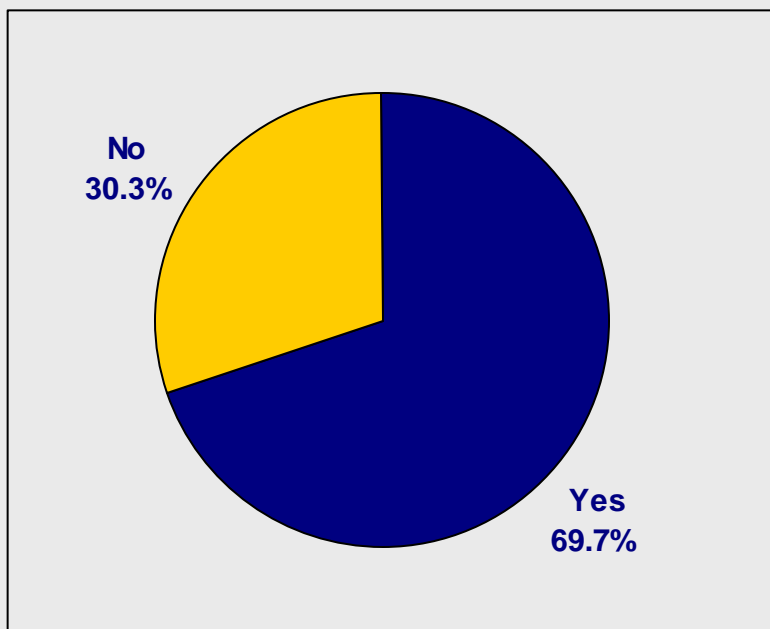


Valid n=3146

Overall Program Impressions

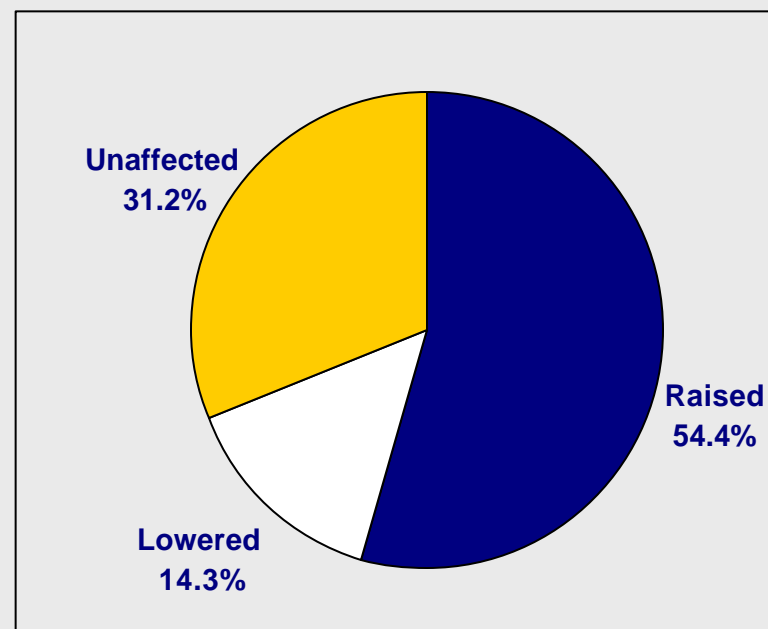
56

Question 56:
Overall, did the VR&E program meet your rehabilitation needs?



Valid n=3125

Question 57:
Have your CAREER goals been raised, lowered, or unaffected as a result of your interaction with the VR&E program?



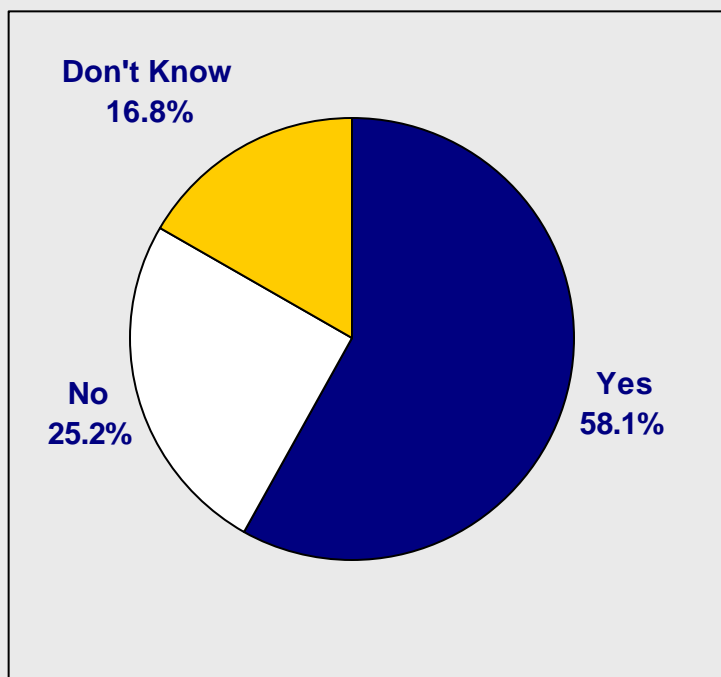
Valid n=3175

Overall Program Impressions

57

Question 58:

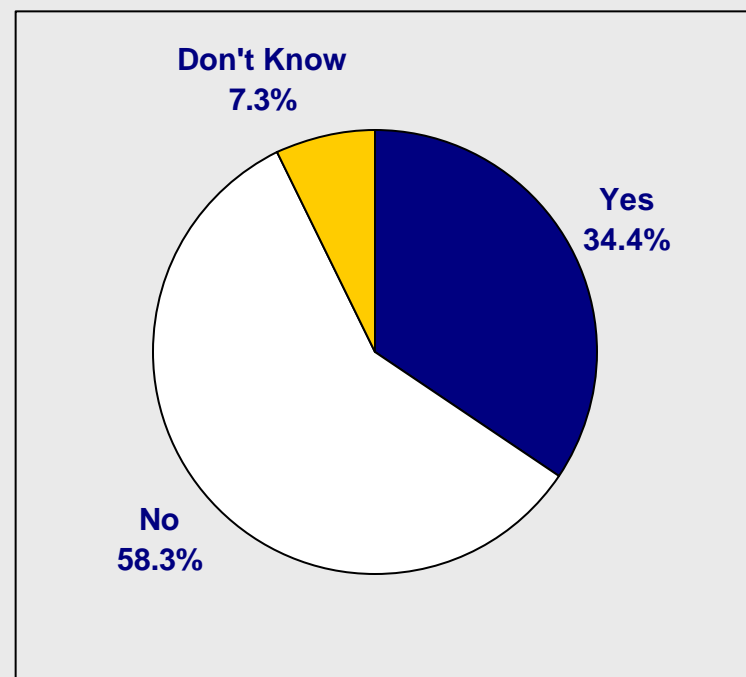
Are your career goals more realistic as a result of the program?



Valid n=3167

Question 59:

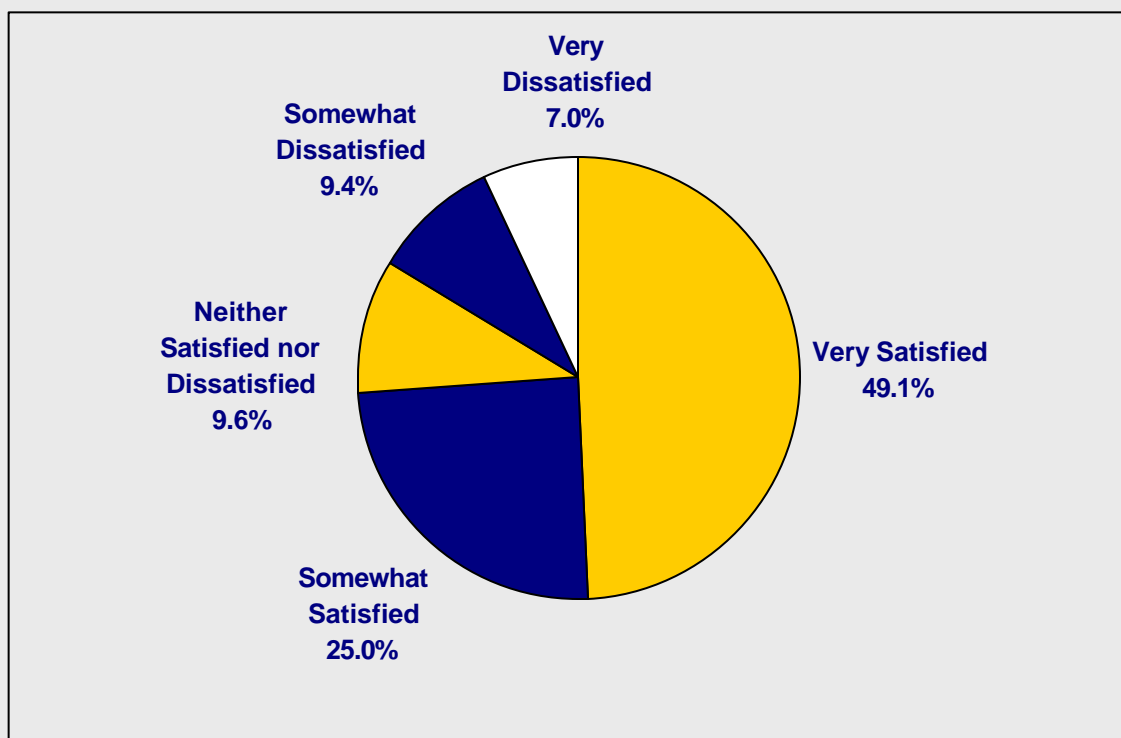
At this time, would you say that your career goals have been met?



Valid n=3177

Question 60:

Overall, how satisfied are you with VA's VR&E program?



Note: Includes respondents who have completed the program or withdrew from the program, either voluntarily or by VA request.

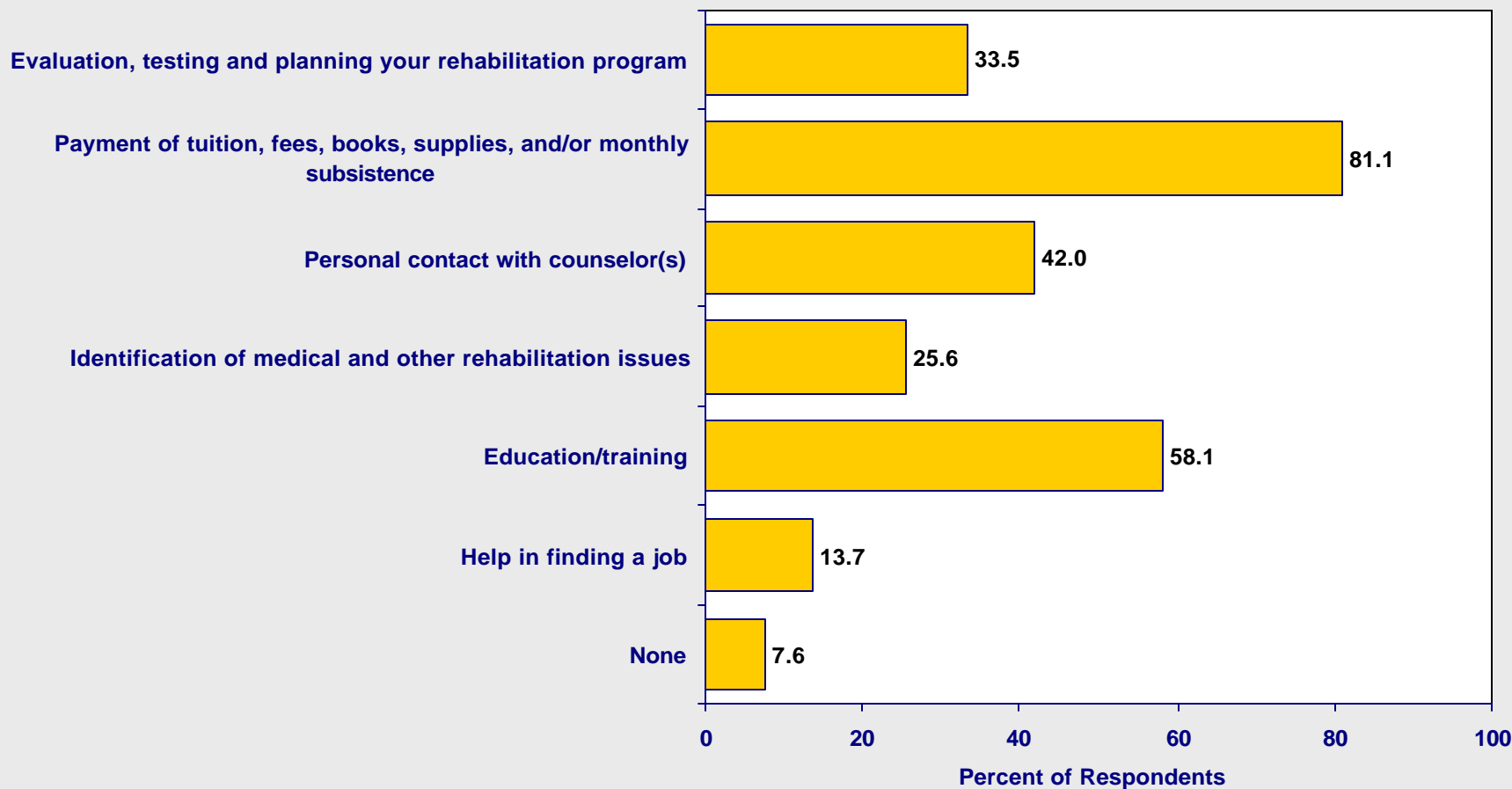
Valid n=2408

Overall Program Impressions

59

Question 61:

Which of the following VR&E services were the most helpful?



Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

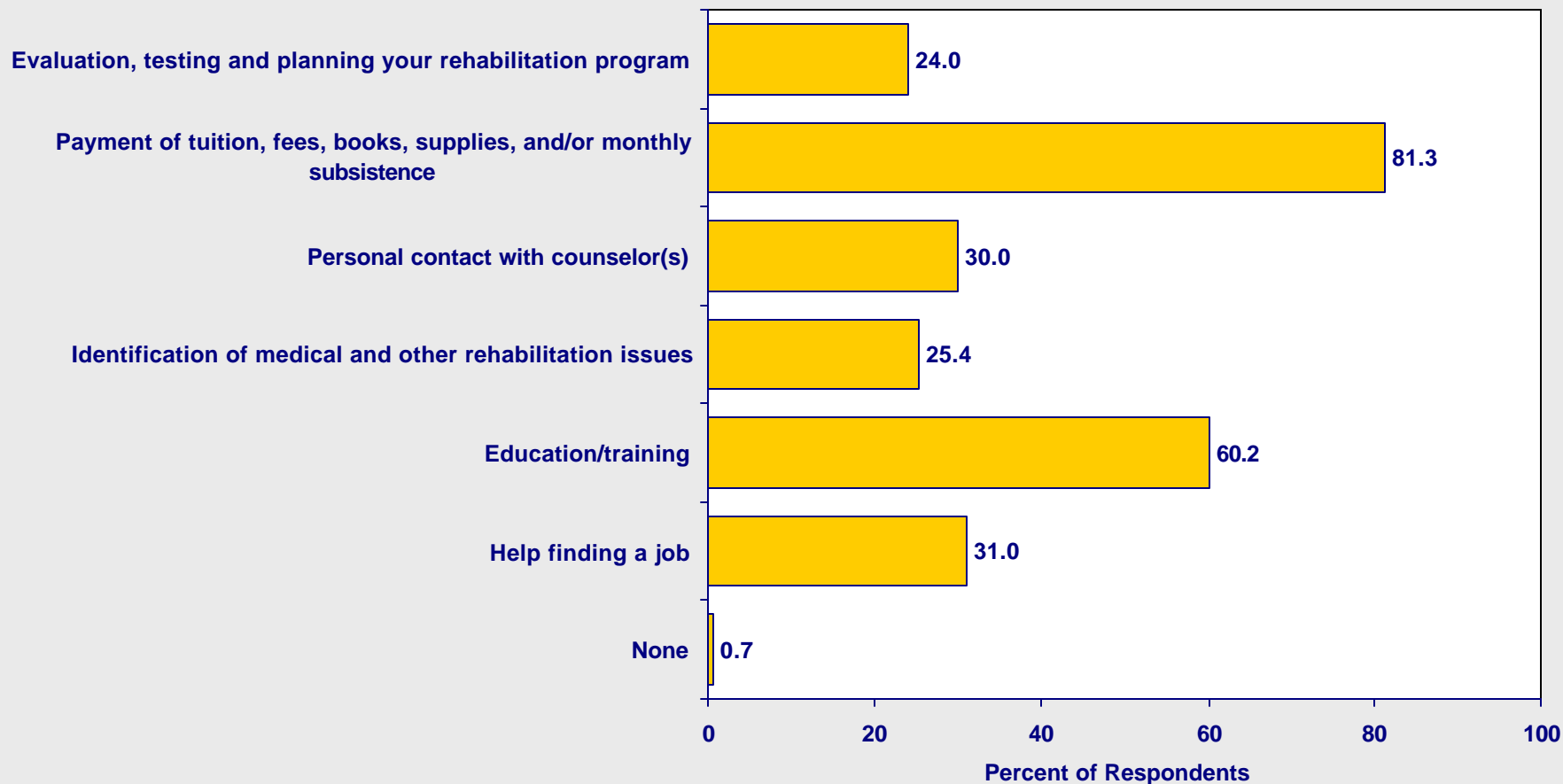
Valid n=3185

Overall Program Impressions

60

Question 62:

Which of the following VR&E services did you need the most?



Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

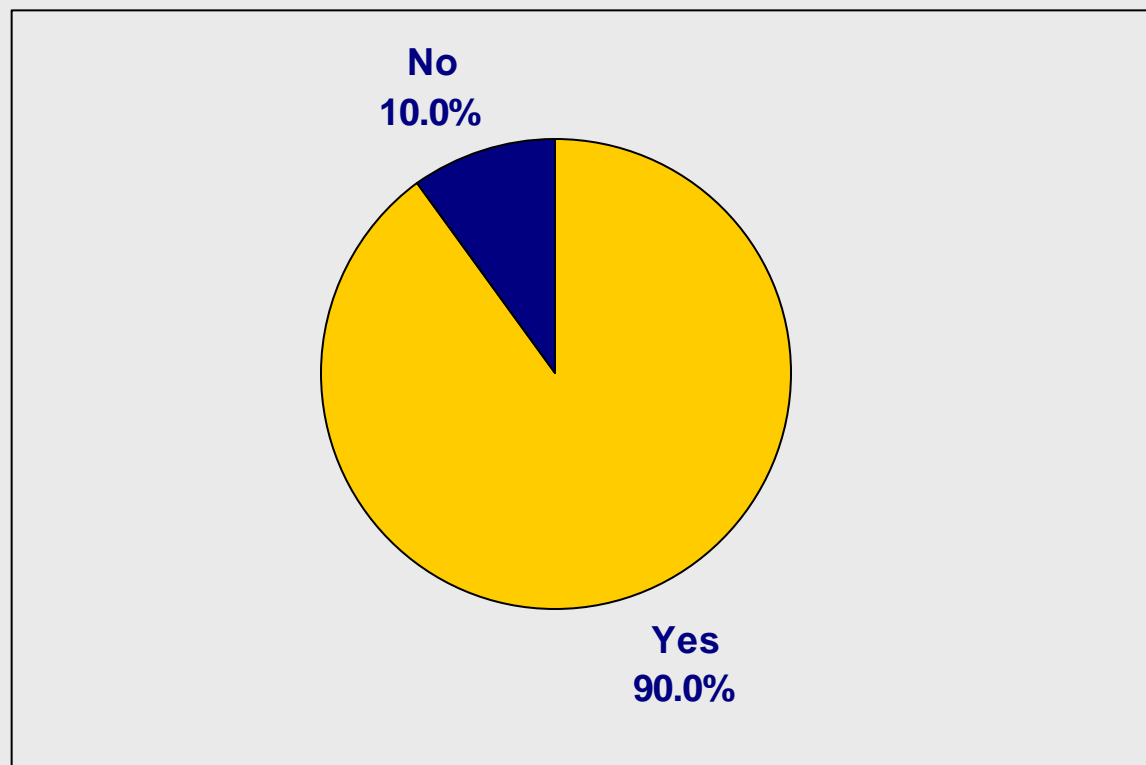
Valid n=3181

Overall Program Impressions

61

Question 63:

Would you recommend this program to other disabled veterans?



Valid n=3137

UNDERSTANDING QUADRANT ANALYSIS

Quadrant analysis is a useful tool for determining which individual performance areas need improvement in order to raise the overall quality of service. The analysis involves determining the importance of individual performance areas (how meaningful an area is to the veteran) and VA's performance in each area. Generally, items with high importance but relatively low performance are those which deserve immediate attention.

Each of the variables represented in the Quadrant Analysis graph are plotted on the basis of:

- 1) **Importance:** a variable's correlation with the overall satisfaction with the program area
- 2) **Performance:** a variable's top-box percent (the percent of people who answered positively to the question).

Variable correlations with the overall satisfaction with the program area are used to determine the degree to which variables are related to overall satisfaction. Zero indicates no correlation, and 1 indicates perfect correlation. The closer a variable's correlation (Importance) is to 1, the stronger the variable's relationship is with the overall satisfaction with the program area. Variables that have stronger correlations are considered to have higher importance.

Top-box percents represent how well VA is performing within a given area (for example, the percent who indicated that the length of time it took VA to determine entitlement to VR&E services was somewhat or very reasonable).

The quadrant analysis graph is divided into four quadrants (sections) based on the following combinations of the plotted location of a variable:

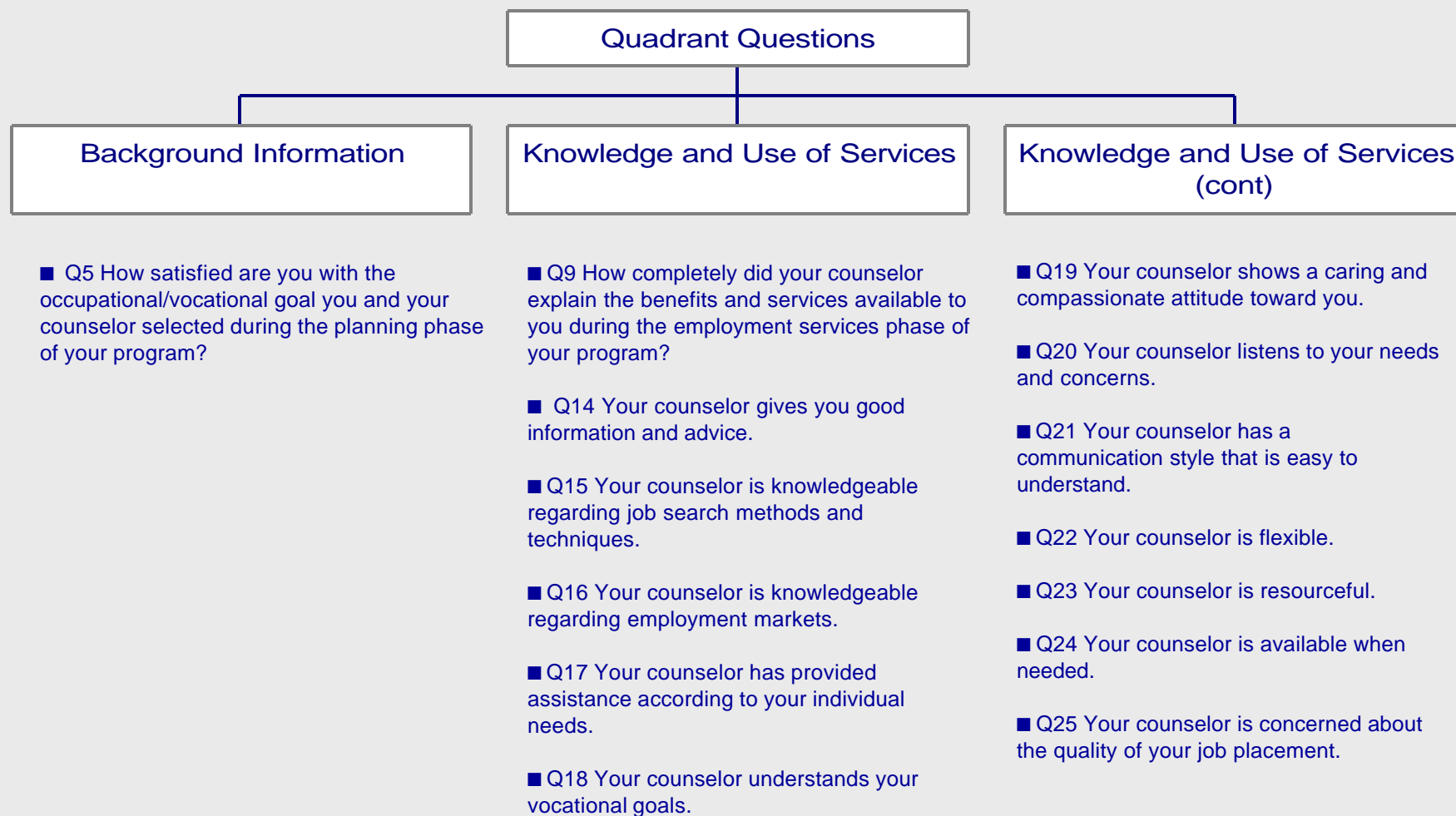
Quadrant I: Critical Improvement Areas (high importance, low performance)

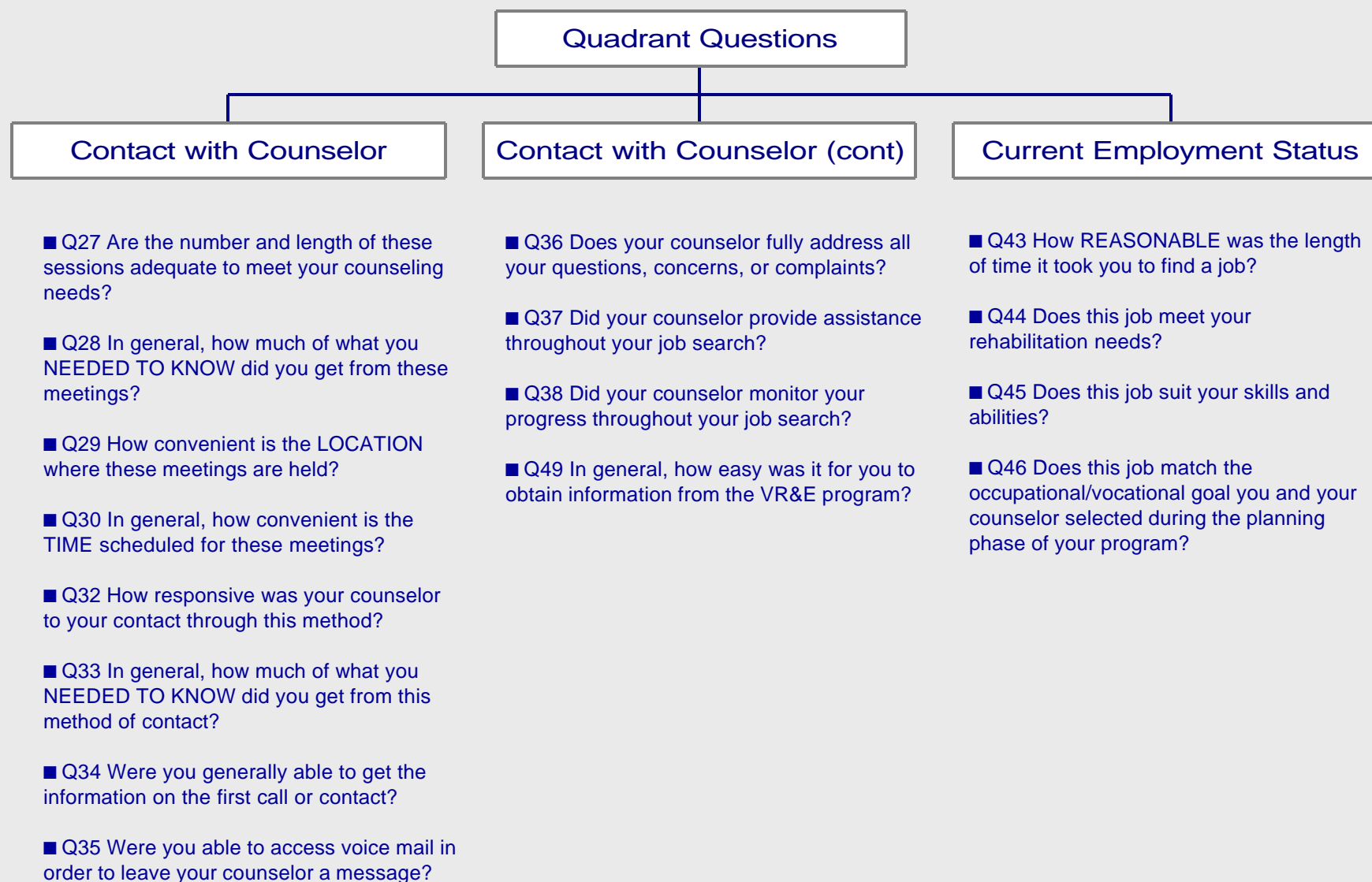
Quadrant II: Maintain Relationship Building Variables (high importance, high performance)

Quadrant III: Lower Return on High Performance (low importance, high performance)

Quadrant IV: Lower Return on Investment (low importance, low performance)

The horizontal lines in the plots represent importance and are placed at .50, which indicates relatively high correlation, and thus, relatively high importance. The vertical lines represent performance and are placed at 75 percent. The quadrant lines can be moved up or down, left or right, to include more or fewer variables in each quadrant.





QUADRANT SCORES

Importance and satisfaction scores for employment services questions, ranked by importance.

(Based on Overall Satisfaction scores of Respondents, Question 39*)

Question	Importance Score	Satisfaction Rating
17	.77	60.0%
25	.76	58.0%
23	.74	57.5%
14	.73	68.5%
15	.71	64.4%
16	.71	56.2%
20	.70	68.9%
37	.70	61.7%
18	.68	67.2%
19	.68	67.7%
22	.67	64.5%
24	.67	58.8%
36	.66	72.8%
33	.65	61.1%
28	.64	61.7%
9	.63	69.0%
21	.63	73.2%

* Question 39: Overall, how satisfied are/were you with the Employment Services (job search) phase of the program?

QUADRANT SCORES (Continued)

Question	Importance Score	Satisfaction Rating
49	.59	64.8%
32	.58	85.5%
38	.57	65.3%
27	.56	77.6%
34	.55	65.9%
5	.52	73.8%
43	.50	63.3%
30	.46	83.3%
44	.41	69.4%
46	.41	59.7%
29	.35	78.0%
45	.34	72.9%
35	.33	83.1%

QUADRANTS I AND II

The information below highlights the questions from the Quadrant Analysis which fell into Quadrant I or Quadrant II.

QUADRANT I: Critical Improvement Areas

- Q5 How satisfied are you with the occupational/vocational goal you and your counselor selected during the planning phase of your program?
- Q9 How completely did your counselor explain the benefits and services available to you during the employment services phase of your program? Q15 Your counselor is knowledgeable regarding job search methods and techniques.
- Q14 Your counselor gives you good information and advice.
- Q15 Your counselor is knowledgeable regarding job search methods and techniques.
- Q16 Your counselor is knowledgeable regarding employment markets.
- Q17 Your counselor has provided assistance according to your individual needs.
- Q18 Your counselor understands your vocational goals.
- Q19 Your counselor shows a caring and compassionate attitude toward you.
- Q20 Your counselor listens to your needs and concerns.
- Q21 Your counselor has a communication style that is easy to understand.
- Q22 Your counselor is flexible.
- Q23 Your counselor is resourceful.

QUADRANTS I AND II (Continued)

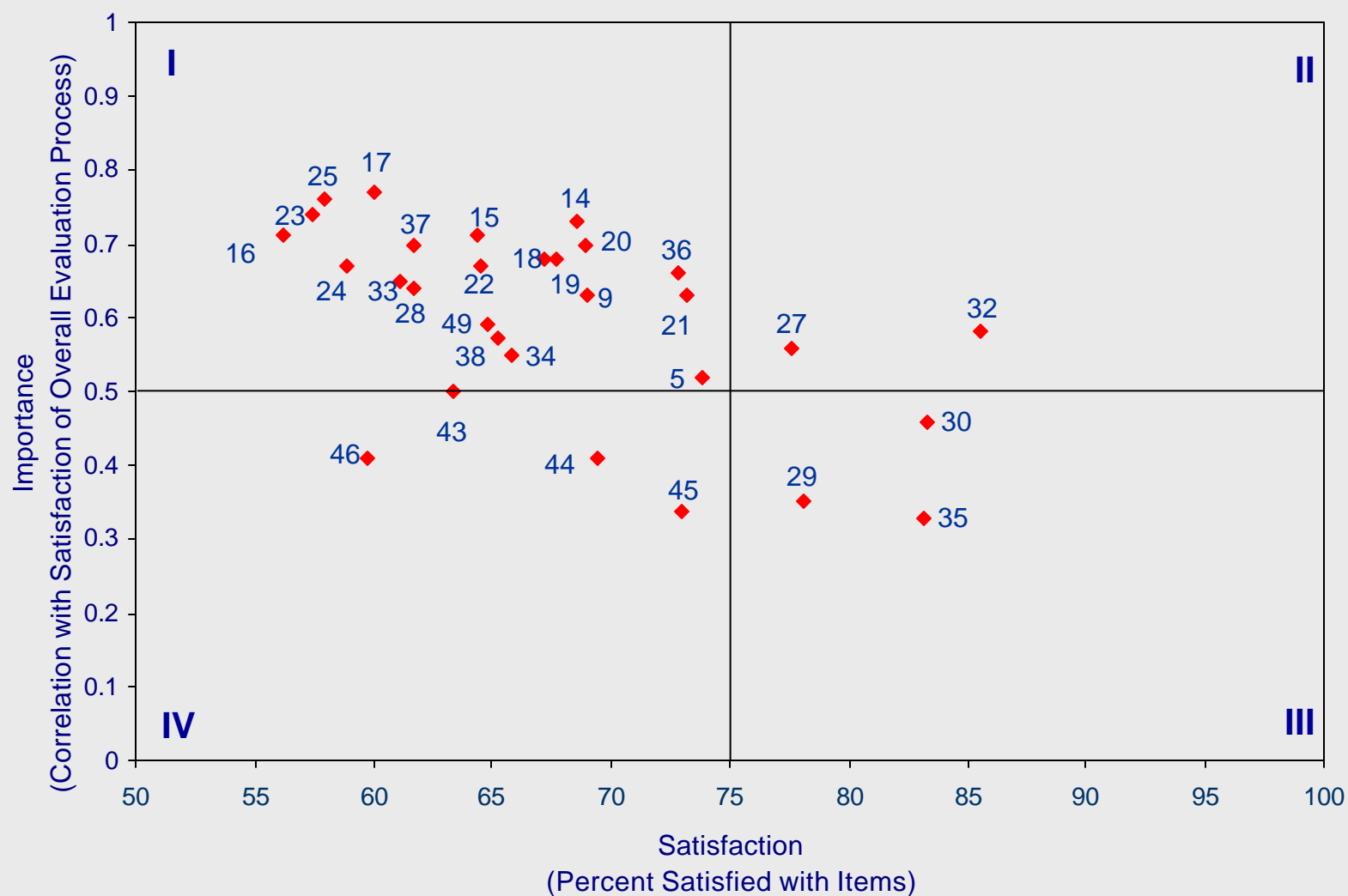
QUADRANT I: Critical Improvement Areas (continued)

- Q24 Your counselor is available when needed.
- Q25 Your counselor is concerned about the quality of your job placement. Q43 Does this job meet your rehabilitation needs?
- Q28 In general, how much of what you NEEDED TO KNOW did you get from these meetings?
- Q33 In general, how much of what you NEEDED TO KNOW did you get from this method of contact?
- Q34 Were you generally able to get the information on the first call or contact?
- Q36 Does your counselor fully address all your questions, concerns, or complaints?
- Q37 Did your counselor provide assistance throughout your job search?
- Q38 Did your counselor monitor your progress throughout your job search?
- Q49 In general, how easy was it for you to obtain information from the VR&E program?

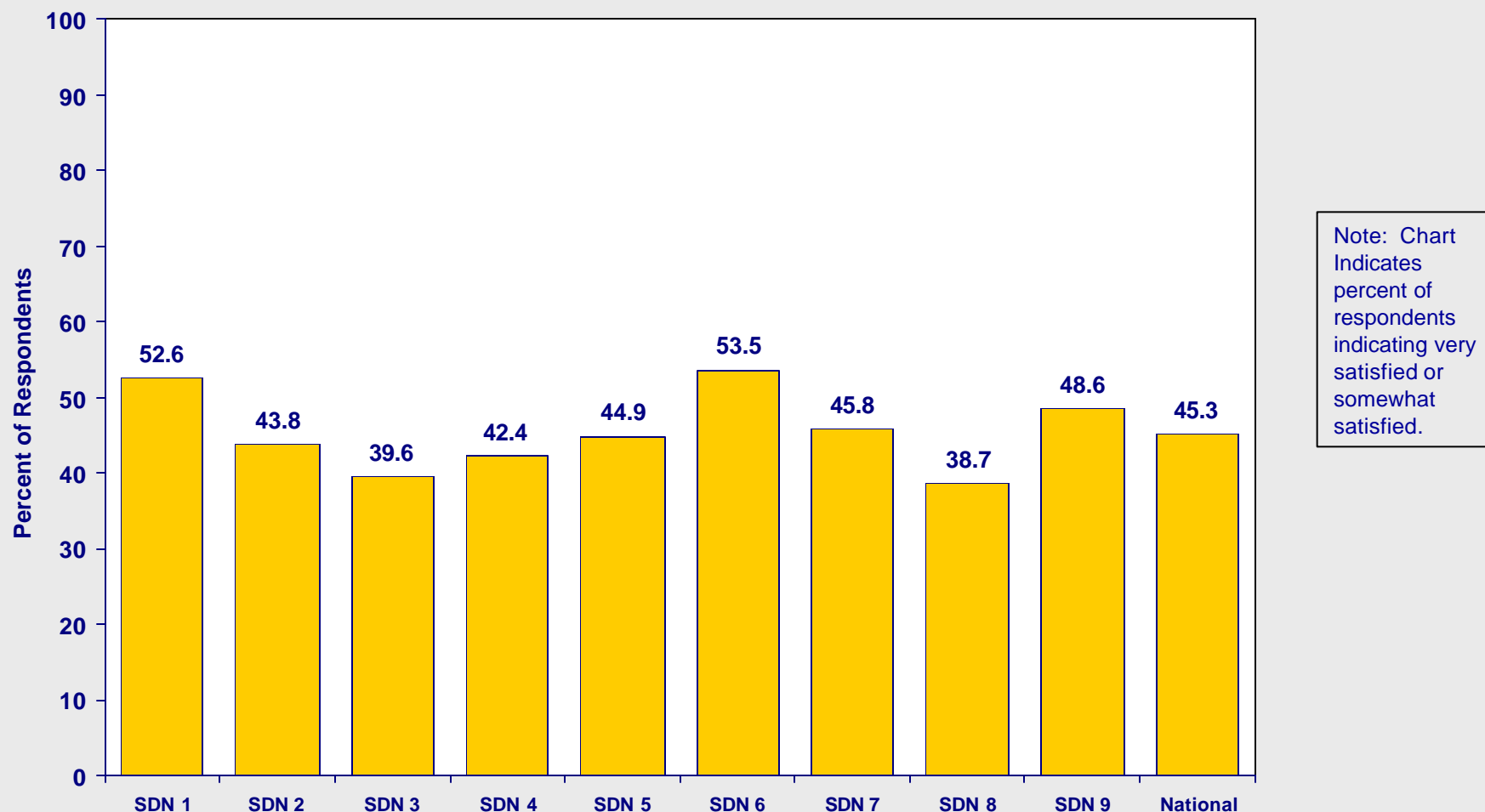
QUADRANT II: Maintain Relationship Building Variables

- Q27 Are the number and length of these sessions adequate to meet your counseling needs?
- Q32 How responsive was your counselor to your contact through this method?

QUADRANT ANALYSIS



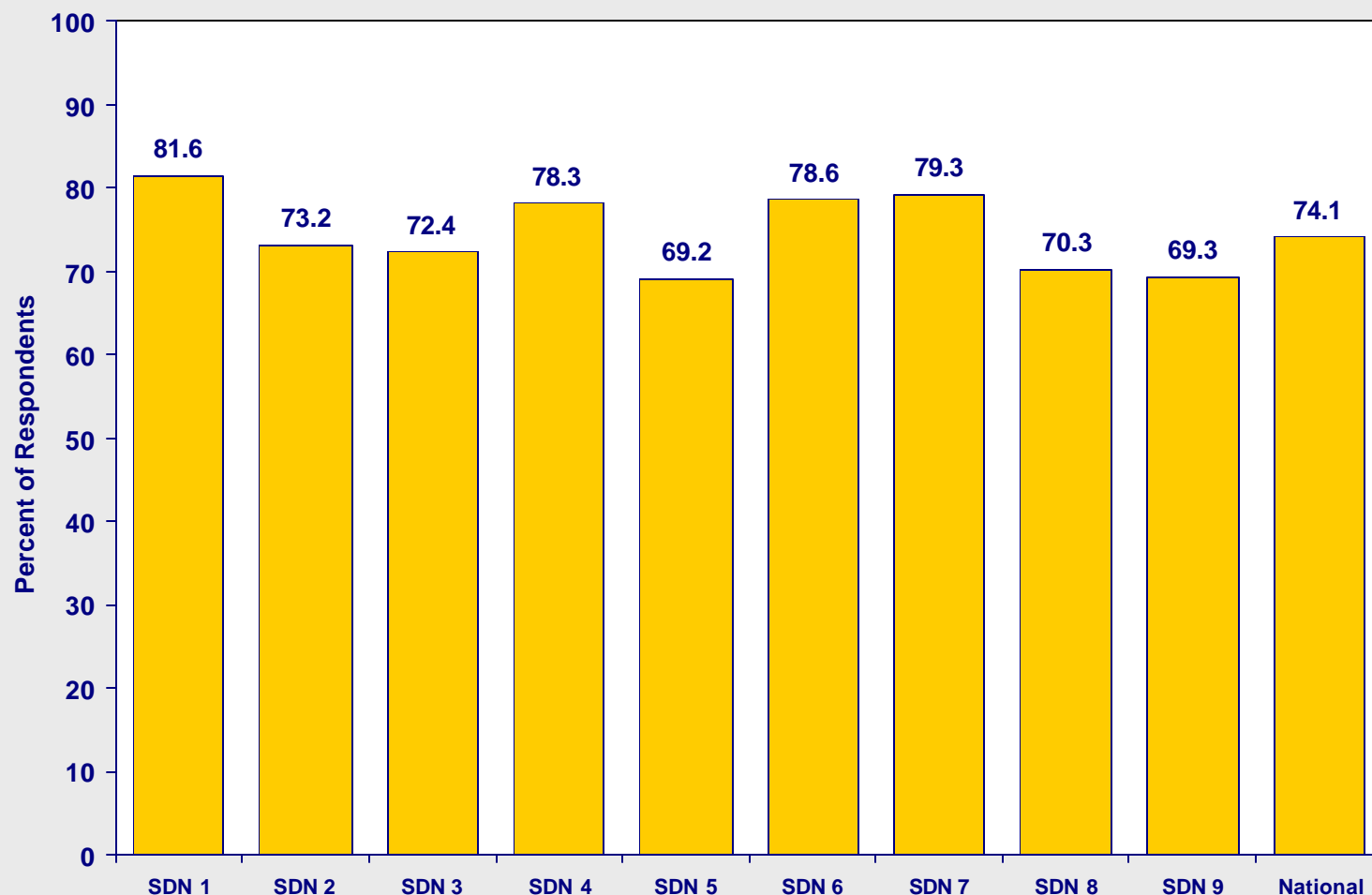
Question 39 by Service Delivery Network (SDN):
Satisfaction with the Employment Services (job search) phase of the program for each regional office.



Overall Program Impressions: Overall Satisfaction by SDN

71

**Question 60 by Service Delivery Network (SDN):
Satisfaction with the VA's VR&E program for each regional office.**



Note: Chart Indicates percent of respondents indicating very satisfied or somewhat satisfied.

Note: Chart Includes respondents who have completed the program or withdrew from the program, either voluntarily or by VA request.

Appendix B: Methodology

Mailing Protocol

- The survey mailing protocol consisted of five mailings to a census of veterans participating in the Employment Services phase of the program. These five mailings included: 1) a prenotification letter informing selected participants that they should expect to receive a mailed survey questionnaire; 2) the questionnaire, including a cover letter and standard return envelope; 3) a reminder/thank-you postcard; 4) a second questionnaire mailed to those who had not yet responded, along with a cover letter and standard return envelope; 5) a second reminder/thank-you postcard. Examples of these materials appear in Appendix B.
- All mailing materials were sent bearing the VBA seal, and the cover and prenotification letters included a signature from Joseph Thompson, VBA Under Secretary for Benefits. Each questionnaire mailout contained the cover letter on VBA letterhead, a questionnaire, and a pre-posted envelope. Toll-free numbers for both Caliber Associates and VBA were included on the cover letters to assist respondents with questions regarding the survey.
- The mailings took place on the dates indicated in the table below.

Mail Survey Schedule	
Prenotification Letter	October 17, 2000
First Questionnaire	October 24, 2000
First Reminder Postcard	October 31, 2000
Second Questionnaire	November 21, 2000
Second Reminder Postcard	November 28, 2000
Fieldwork Completed	December 15, 2000

Mailing Protocol (continued)

- The distribution of mail-outs overall (nationally) and by SDN is presented in the table below.

Mailouts	
Service Delivery Network	Employment Services Phase (ES)
SDN #1	420
SDN #2	597
SDN #3	529
SDN #4	565
SDN #5	612
SDN #6	697
SDN #7	879
SDN #8	1,102
SDN #9	1,012
Overall: National	6,413

Response Rates

- The Employment Services survey was expected to yield approximately 3,848 completed questionnaires across the nine VBA Service Delivery Networks, resulting in a 60% response rate.
- The response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires. Generally, a response rate of 70 percent or more is considered excellent, 60 to 69 percent is considered very good, 50 to 59 percent is considered good, 40 to 49 percent is considered fair, and any response rate less than 40 percent is considered poor. Without further information, data derived from a survey with a response rate of less than 50 percent should be interpreted with caution.
- Eligible questionnaires are those which were returned completed, those which were not returned, or those which were returned blank or incomplete.
- Ineligible questionnaires are those which were returned undeliverable or those which were returned with an indication that the recipient was deceased or unable to complete the questionnaire.

Response Rates (continued)

- The overall (national) response rate, and response rates by SDN are presented in the table below.

Response Rates	
Service Delivery Network	Employment Services Phase (ES)
SDN #1	54.9%
SDN #2	58.8%
SDN #3	57.3%
SDN #4	58.2%
SDN #5	61.0%
SDN #6	60.0%
SDN #7	54.4%
SDN #8	60.5%
SDN #9	54.0%
Overall: National	57.6%